

CAPE AND ISLANDS WORKFORCE INVESTMENT BOARD

WORKFORCE RESOURCE FACTBOOK





The *Workforce Resources Factbook* provides a comprehensive listing of public, private, and non-profit agencies in Massachusetts that provide workforce development and job training to the Cape and Islands Workforce Area. The listings are categorized by the type of training provided and include contact information and a brief narrative that describes each organization. Organizations may be listed more than once in the *Factbook* depending on the types of services that they provide. Information was obtained through numerous sources that include the Commonwealth Corporation's Training Provider list, Dun and Bradstreet's Imarket database, telephone directory listings, key informant interviews, and business web pages.

The Workforce Resources Factbook
is a joint project of the

Cape and Islands Workforce Investment Board
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and the

Center for Policy Analysis
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Center for Policy Analysis
University of Massachusetts Dartmouth

While thorough efforts have been made to include all companies and organizations that provide workforce development and training, the list is not exhaustive and several companies and organizations may have been missed. A number of companies that were contacted multiple times did not respond or were not interested in being listed in the *Factbook*. Please contact the Cape and Islands WIB or the Center for Policy Analysis if you know of an organization that should be included in the *Factbook*.

First Edition
2002

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SECTION I: BASIC SKILLS TRAINING

The Cape and Islands Workforce Investment Board has a number of educational institutions, non-profit agencies, and for-profit agencies, which possess the capacity to deliver or develop a variety of essential programs to meet the basic training needs of employees in the Cape and Islands region.

Examples of these needs include:

- Reading, Writing, and Math (Adult Basic Education - ABE)
- English as a Second Language (ESL)
- Spanish as a Second Language (SSL)
- English for Speakers of Other Languages (ESOL)
- Attendance/Punctuality
- Completing Tasks
- English as a Working Language
- Personal Hygiene
- Personal Appearance
- Basic Customer Service
- Interpersonal Skills
- Telephone/email etiquette
- Office Procedures
- Listening/Observing

The following institutions/agencies have been identified as capable of filling these important needs:

ADULT COLLABORATIVE OF CAPE COD FOR EDUCATIONAL AND SUPPORT SERVICES (ACCESS)

**PHYLLIS WHITNEY, DIRECTOR
540 MAIN STREET
HYANNIS, MA 02601**

**PHONE: 508-778-2221
FAX: 508-778-0988
EMAIL: CAPECOD.MASS.EDU
WEB: WWW.ACCESS.ORG**

ACCESS is a collaborative of area educational institutions and agencies funded by the Massachusetts Department of Education (DOE) and the Cape & Islands Workforce Investment Board (CIWIB). ACCESS programs and services are delivered at the following educational sites: Hyannis Center of CCCC, Mashpee High School, Harwich Cape Cod Regional Technical High School, Dennis-Yarmouth Regional High School, and Barnstable High School.

Services Delivered: Adult Basic Education (ABE), English as a Second Language (ESL), English for Speakers of Other Languages (ESOL), College Transition Programs, Workplace Education
Clients Served: Any adult 16 years of age and older in need of specific services
On-site Training: Yes, at the five different educational sites across the Cape and Islands and upon request on-site
Industries Served: No specific industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

BARNSTABLE COUNTY HOUSE OF CORRECTION (BCHOC)

**WILLIAM MATHESON, DIRECTOR OF EDUCATION
P.O. Box 397
BARNSTABLE, MA 02630**

**PHONE: 508-375-6234
FAX: 508-362-1215
EMAIL: MATHESON4@ATTBI.COM
WEB: NONE**

Barnstable County House of Correction (BCHOC) collaborates with the ACCESS Program to assist instructors with ESOL students. An educational counselor also serves as a liaison to Cape Cod Community College and assists the staff with vocational assessment programs.

Services Delivered: English for Speakers of Other Languages (ESOL)
Clients Served: Incarcerated adults and minors
On-site Training: No, ESOL classes are provided at the BCHOC
Industries Served: None
Program Type: Custom-tailored to meet M.D.O.E. requirements
Approved WIA Vendor: No

CAPE COD COMMUNITY COLLEGE (CCCC)

**CAPE COD COMMUNITY COLLEGE
2240 IYANNOUGH ROAD
WEST BARNSTABLE, MA 02668-1599**

**PHONE: 508-362-2131
FAX: 508-362-3988
EMAIL: INFO@CAPECOD.EDU
WEB: WWW.CAPECOD.EDU**

Cape Cod Community College delivers educational programs and services to meet the diverse needs of the residents of Cape Cod, the Islands, and adjacent areas of Southeastern Massachusetts. As the sole comprehensive college on Cape Cod, it provides the only access to higher education for many residents and prepares them for a rapidly changing and socially diverse global economy. To this end, it provides degrees in the liberal arts and sciences; career and technical degrees and certificates; and workforce education.

Services Delivered: English as a Second Language (ESL)
Clients Served: Eligible Adults
On-site Training: Training is provided at CCCC
Industries Served: No specific industry
Program Type: Ready-to-go
Approved WIA Vendor: Yes

CAPE COD LITERACY COUNCIL

DOROTHE BOZZA, EXECUTIVE DIRECTOR
P.O. Box 550
HYANNIS, MA 02601

PHONE: 508-771-0211
FAX: 508-862-0545
EMAIL: DBOZZA@CAPECOD.NET
WEB: NOT AVAILABLE

Cape Cod Literacy Council provides literacy services to local businesses and agencies, and sets up customized workplace literacy programs throughout the Cape and Islands.

Services Delivered: Adult Basic Education (ABE), GED, English as a Second Language (ESL)
Clients Served: Eligible adult residents
On-site Training: Yes
Industries Served: No specific industry
Program Type: Custom-tailored
Approved WIA Vendor: No

CAPE COD REGIONAL VOCATIONAL TECHNICAL SCHOOL

BILL FISHER, DIRECTOR VOCATIONAL PROGRAMS
351 PLEASANT LAKE AVENUE
HARWICH, MA 02645

PHONE: 508-432-4500 x273
FAX: 508-432-7916
EMAIL: NOT AVAILABLE
WEB: WWW.CAPETECH.TEC.MA.US

Cape Cod Regional Voc Tech is a vocational high school located in Harwich, Massachusetts, which offers several programs designed to teach skills that will help students succeed in the 21st century workplace. Vocational programs include automotive technology, business tech, cosmetology, culinary arts, dental, health technologies, horticulture, and various others.

Services Delivered: English as a Second Language (ESL), English for Speakers of Other Languages (ESOL)
Clients Served: Portuguese and Haitian adults and other non-English speaking adults
On-site Training: Provided at location
Industries Served: No specific industry
Program Type: Primarily custom-tailored
Approved WIA Vendor: Yes

COMMONWEALTH CORPORATION/EXTENDED CARE CAREER LADDER INITIATIVE (ECCLI)

SANDRA RIDLEY, PROJECT DIRECTOR
THE SCHRAFFT CENTER
592 MAIN STREET
SUITE 110
BOSTON, MA 02129

PHONE: 617-727-8158 EXT. 1214
FAX: 617-242-7660
EMAIL: SRIDLEY@COMMCORP.ORG
WEB: WWW.COMMCORP.ORG

The Extended Career Ladder Initiative (ECCLI) administered by the Commonwealth Corporation, funds nursing homes and home health agencies to provide career ladder training for their direct care workers and other entry-level employees. ECCLI career ladder training activities are divided into two categories - career ladder preparatory classes and career ladder training classes. The former include Adult Basic Education (ABE), GED, English as a Second Language (ESL), and related skills training. The latter courses are primarily provided to Certified Nursing Assistants (CNAs), and include training in areas such as Nutrition and Restorative Care. Participating ECCLI sites in the Cape and Islands have included Cape Cod Healthcare and Windsor Skilled Nursing.

Services Delivered: Adult Basic Education (ABE), English as a Second Language (ESL)
Clients Served: Direct care workers and other entry-level workers in long-term health care agencies
On-site Training: On-site, off-site at community colleges, churches, and career centers
Industries Served: Long-term care industry and home health industry
Program Type: Custom-tailored to meet the needs of the workers in health care facilities
Approved WIA Vendor: Yes

CONTINUING EDUCATION INSTITUTE (CEI)

LLOYD DAVID, EXEC. DIRECTOR & PRESIDENT
108 WATER STREET
WATERTOWN, MA 02472

PHONE: 617-926-1864
FAX: 617-926-1865
EMAIL: LDAVID@CEILEARN.COM
WEB: WWW.CEILEARN.COM

Continuing Education Institute, Inc. (CEI) is a non-profit organization founded in 1977 specializing in innovative education and training programs for adults in the workplace who need basic Education and academic skills.

Services Delivered: Basic Computation Skills, Basic Reading Skills and Comprehension, English as a Working Language, Introduction to Geometry and Algebra, Writing Improvement
Clients Served: All groups of adults
On-site Training: Yes
Industries Served: Manufacturing, health care, hospitals, nursing homes, banks, financial institutions, public and private housing authorities, correctional institutions, public and private schools, labor organizations, Amtrak
Program Type: Custom-tailored
Approved WIA Vendor: No

CORRARO CENTER FOR CAREERS INC.

MARIANNE IZZO, COORDINATOR
HERITAGE HOUSE
259 MAIN STREET
HYANNIS, MA 02601

PHONE: 508-775-5973
FAX: NOT AVAILABLE
EMAIL: TIZZO73691@AOL.COM
WEB: NOT AVAILABLE

Corraro Center for Careers Inc., located in Hyannis, offers comprehensive employment training, job placement readiness, and vocational training to Massachusetts' eligible residents.

Services Delivered: Attendance/Punctuality, Basic Reading and Writing Skills, Completing Tasks, Customer Service, Job Readiness, Interpersonal Skills, Listening/Observing, Personal Hygiene, Personal Appearance
Clients Served: Minorities, the disadvantaged, dislocated workers, and the unemployed
On-site Training: Training and courses are provided at Heritage House in Hyannis
Industries Served: Not industry-specific
Program Type: Ready-to-go
Approved WIA Vendor: Yes

DIANE BROOKS ASSOCIATES CONSULTING & TRAINING

DIANE BROOKS
30 MCCAULEY LANE
WILLIAMSTOWN, MA 01267

PHONE: 413-458-8263
FAX: 413-458-8263
EMAIL: DBROOKS@BCN.NET
WEB: NONE

Diane Brooks Associates offers customized, industry-specific training with built-in follow-through to help ensure retention of learning. Each program or workshop is an in-depth treatment of a focused topic, with hands-on practice and application of information to participants' everyday work.

Services Delivered: Basic Customer Service and Interpersonal Skills, Email Etiquette
Clients Served: Anyone entering or already in the labor force
On-site Training: Yes
Industries Served: Any industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

E. WALLACE COYLE ASSOCIATES

WALLACE COYLE, PRESIDENT
348 MAIN STREET
NORWELL, MA 02061

PHONE: 781-659-3302
FAX: 781-659-3302
EMAIL: WCOYLE@EWCOYLE.COM
WEB: WWW.EWCOYLE.COM

E. Wallace Coyle Associates, founded in 1978, has had extensive experience in management consultation, training, and organizational development with numerous public and private organizations over the past twenty-four years in delivering a range of management development programs for entry level, middle, and senior management. E. Wallace Coyle Associates was also selected as a *Certified Trainer on the Commonwealth of Massachusetts Master Service List for Professional Training*.

Services Delivered: Adult Basic Education (ABE), Basic Customer Service, English as a Second Language (ESL), Telephone/Email Etiquette
Clients Served: Public and private organizations
On-site Training: Yes
Industries Served: Insurance, service, hospitals, manufacturing, public sector, banks
Program Type: Custom-tailored and ready-to-go
Approved WIA Vendor: No

JOB TRAINING AND EMPLOYMENT CORPORATION (JTEC)

KRISTINA DOWER, PRESIDENT
JOB TRAINING AND EMPLOYMENT CORP.
297 NORTH STREET, SUITE 322
HYANNIS, MA 02601

PHONE: 508-790-0400
FAX: 508-790-0969
EMAIL: JTECKED@AOL.COM
WEB: WWW.CAPEJOBS.COM

JTEC partners with the Massachusetts Department of Employment and Training (DET) to provide core workforce development and training needs to employees and employers in the Cape and Islands, including workshops, placements, counseling, labor market information, re-employment services, unemployment insurance, veteran services, and various others.

Services Delivered: Basic Writing and Grammar Skills (punctuation, word usage, the parts of speech, and writing effective sentences), Barnstable High School Alternative Program, GED Preparation, Listening Skills, Telephone Skills
Clients Served: Income eligible clients, eligible youth between the ages of 14 and 21, dislocated workers
On-site Training: On-site and at JTEC Learning Center
Industries Served: All Industries
Program Type: Primarily ready-to-go
Approved WIA Vendor: Yes

JOSEPH PASSERI AND ASSOCIATES

JOSEPH PASSERI, OWNER
PO Box 60070
WORCESTER, MA 01606

PHONE: 508-799-7489
FAX: NONE
EMAIL: JPASSERI@YAHOO.COM
WEB: NONE

Joseph Passeri and Associates services in a wide variety of foundation skill topics including ESOL, computer literacy, reading and writing, blueprint reading, and GED preparation. They also provide translation services in Spanish, French, English, foreign language teaching in Spanish and French, conduct workplace needs assessments, and perform job task analysis.

Services Delivered: Adult Basic Education (ABE), English as a Second Language (ESL), and Other Basic-Skills Training
Clients Served: Anyone interested
On-site Training: Yes
Industries Served: Any industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

LEARNING ASSOCIATES

ARTHUR W. GOODALL, PRESIDENT
42 MILL LANE
YARMOUTHPORT, MA 02675

PHONE: 508-362-5268
FAX: 508-362-5268
EMAIL: AGOOD76745@AOL.COM
WEB: NONE

Learning Associates, based in Yarmouth Port, Cape Cod, provides a wide range of educational and industry-specific training services to clients. Highly trained instructors at Learning Associates provide a broad range of training services to various industries.

Services Delivered: Adult Basic Education (ABE), English as a Second Language (ESL)
Clients Served: Anyone interested
On-site Training: Yes
Industries Served: Any industry, especially the engineering sciences and business
Program Type: Custom-tailored
Approved WIA Vendor: No

MARTHA'S VINEYARD ADULT BASIC EDUCATION PROGRAM

JEANNE BURKE, DIRECTOR
PO Box 1697
EDGARTOWN, MA 02539

PHONE: 508-696-6548
FAX: 508-696-6548
EMAIL: JBURKES@FC.MV.KIZ.MA.US
WEB: NOT AVAILABLE

Martha's Vineyard Adult Basic Education Program provides a wide range of basic educational services primarily to Brazilian immigrants. The focus is on "survival English" or English skills of workers in order to function and thrive in the workplace and community.

Services Delivered: English as a Second Language (ESL), English for Speakers of Other Languages (ESOL)
Clients Served: Primarily Brazilian immigrants
On-site Training: No, classes are provided only at the Martha's Vineyard regional high school
Industries Served: No specific industry.
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

NEW ENGLAND COLLEGE FINANCE (NECF)

**JUDITH C. MARLEY, VICE PRESIDENT &
DIRECTOR OF ACADEMIC AFFAIRS**
ONE LINCOLN PLAZA
BOSTON, MA 02111

PHONE: 617-951-2350
FAX: 617-951-2533
EMAIL: ADVISOR@FINANCE.EDU
WEB: WWW.FINANCE.EDU

New England College of Finance (NECF) is a not-for-profit educational organization serving all segments of the financial services industry throughout the region. NECF offers a College Foundations Certificate as well as an Associate's Degree in Business Information with concentrations in branch management, mutual funds and investment studies, accounting and finance, and human resource management.

Services Delivered: English for Speakers of Other Languages (ESOL)
Clients Served: Employees of the banking and financial services industries
On-site Training: Yes, at company site and in classrooms at Hyannis, South Yarmouth, and Dennis
Industries Served: Banking and financial services industries
Program Type: Ready-to-go
Approved WIA Vendor: No

ON-SITE RESOURCE (OSR), INC.

FRANKIE LEVITT COHEN
PAM SCARLATA
PO Box 408
NORTH EASTON, MA 02356

PHONE: 508-238-1881
FAX: 508-238-1881
EMAIL: ONSITERESOURCE@AOL.COM
WEB: NONE

On-Site Resource, Inc. provides highly customized workforce training, and implements extensive employee and workplace assessment. Beginning, intermediate, and advanced courses are offered in Adult Basic Education (ABE) and English for Speakers of Other Languages (ESOL).

Services Delivered: Adult Basic Education (ABE), English for Speakers of Other Languages (ESOL)
Clients Served: A wide range of employees currently in the labor force
On-site Training: Yes
Industries Served: A variety of industries including manufacturing, retail and wholesale services, and the food service industry
Program Type: Custom-tailored to meet industry or client needs
Approved WIA Vendor: No

SINNOTT SCHOOL

LESLIE LAGOS, PRESIDENT
210 WINTER STREET
WEYMOUTH, MA 02188

PHONE: 781-335-6718
FAX: 781-331-6769
EMAIL: LLPMA@AOL.COM
WEB: WWW.SINNOTTSCHOOL.COM

Sinnott School is a non-profit organization licensed by the Commonwealth of Massachusetts Department of Education. Sinnott School's mission is to provide free education to the unemployed and economically disadvantaged members of our community and computer training and placement program to individuals and corporations throughout New England.

Services Delivered: Basic Office Procedures including Filing, Faxing, Photocopying, Formatting of Business Correspondence, E-mail, Basic Bookkeeping
Clients Served: Anyone interested, but particularly students who collect unemployment, disability, or transitional assistance
On-site Training: Yes, if there is a demand
Industries Served: No specific industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

SULLIVAN AND COGLIANO TRAINING CENTERS, INC.

SHEILA CHAPMAN, VICE PRESIDENT
230 SECOND AVENUE
WALTHAM, MA 02451

PHONE: 800-605-4500 EXT. 115
FAX: 781-906-7811
EMAIL: SHEILA.CHAPMAN@SULLIVANCOGLIANO.COM
WEB: WWW.SULLIVANCOGLIANO.COM

Sullivan and Cogliano Training Centers provide career-ready training services with a specialization in MicroSoft Office, Information Technology Training, and basic-skills training for workers.

Services Delivered: Adult Basic Education (ABE), English as a Second Language (ESL)
Clients Served: Open to all clients, including welfare to work, refugees, immigrants, dislocated workers, mature workers, corporate employees, people with disabilities, veterans
On-site Training: Yes
Industries Served: All Industries
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

UPPER CAPE COD REGIONAL TECHNICAL SCHOOL

SUSAN VIGLIANO, EVENING SCHOOL DIRECTOR
UPPER CAPE COD REGIONAL TECHNICAL SCHOOL
220 SANDWICH ROAD
BOURNE, MA 02532

PHONE: 508-759-7711 EXT. 211
FAX: 508-759-7208
EMAIL: SVIGLIANO@UPPERCAPETECH.COM
WEB: WWW.UPPERCAPETECH.COM/

Upper Cape Tech is a regional school district in the Commonwealth of Massachusetts. For more than thirty years, high school students and adults seeking continuing education from the towns of Bourne, Falmouth, Marion, Sandwich, and Wareham have turned to their Tech for quality educational opportunities. Programs are designed to teach skills that will help students succeed in the 21st century workplace. Upper Cape Tech is fully accredited by the New England Association of Schools and Colleges.

Services Delivered: English as a Second Language (Introductory and Intermediate)
Clients Served: Eligible students
On-site Training: Training provided at Upper Cape Regional Technical School
Industries Served: A wide range
Program Type: Primarily ready-to-go
Approved WIA Vendor: Yes

WORKFORCE EDUCATION RESOURCE CENTER (WERC), CAPE COD COMMUNITY COLLEGE

LOIS ANDRE, DIRECTOR
WORKFORCE EDUCATION RESOURCE CENTER
2240 IYANOUGH ROAD
WEST BARNSTABLE, MA 02668-1599

PHONE: 508-362-2131 EXT. 4505
FAX: 508-375-4031
EMAIL: WERC@CAPECOD.EDU
WEB: WWW.CAPECOD.EDU/WERC

Workforce Education Resource Center, WERC, is the training resource for local businesses and organizations of Cape Cod, Martha's Vineyard, Nantucket, and Southeastern

Massachusetts. WERC assesses, designs, and delivers customized training in information technologies, management skills, customer satisfaction, professional development, certifications in OSHA, Real Estate, ServSafe© and other areas as requested by the client. In addition, WERC is able to offer on-site information technologies training for up to fifteen (15) participants with its portable, wireless, laptop computer lab.

Services Delivered: English as a Second Language (ESL)
Clients Served: Whomever the client wants trained
On-site Training: Yes
Industries Served: No specific industry
Program Type: Ready-to-go and Custom-tailored
Approved WIA Vendor: Yes

WORCESTER STATE COLLEGE, THE CENTER FOR BUSINESS AND INDUSTRY

THOMAS C. BELANGER, DIRECTOR
THE CENTER FOR BUSINESS AND INDUSTRY
WORCESTER STATE COLLEGE
486 CHANDLER STREET
WORCESTER, MA 01460

PHONE: 508-929-8126
FAX: 508-929-8100
EMAIL: TBELANGER@WORCESTER.EDU
WEB: WWWFAC.WORCESTER.EDU/DGCE/CBI

The Center for Business and Industry at Worcester State College provides skill-based solutions to individuals and organizations of all sizes. Solutions include a wide range of face-to-face training programs, computer-based training, business analysis training, on-the-job training, or other development.

Services Delivered: English as a Second Language (ESL), Spanish as a Second Language (SSL)
Clients Served: Eligible Students and Adults
On-site Training: Yes
Industries Served: A wide range of industries, especially High-tech industries
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

SECTION 2: VOCATIONAL/EDUCATIONAL AND IDUSTRY SKILLS TRAINING

The Cape and Islands Workforce Investment Board has a number of educational institutions, non-profit agencies, and for-profit agencies, which possess the capacity to deliver or develop a variety of job-specific training programs.

Examples of these needs include:

- Bartending
- Construction Technology
- Certified Nurses' Assistant (CNA)
- Coastal Zone Management
- Culinary Arts
- CPR
- First Aid
- Fire Prevention
- Food Safety & Hygiene
- General Office Administration
- Horticulture
- Job-Specific Software
- Medical Coding Specialist
- Occupational Spanish Training
- Occupational Therapy
- OSHA
- Phlebotomy Technician
- Plumbing
- Public Safety Licensing
- Quality Assurance
- Radiologist Technician Certificate
- Real Estate
- Regulatory/Compliance Issues
- Sanitation Issues
- Wastewater Certification

The following institutions/agencies have been identified as capable of filling these important workforce needs:

BOUDREAU SCHOOL OF ELECTRICAL CODE & THEORY

RICHARD M. BOUDREAU, OWNER
9 NEW VENTURE DRIVE
UNIT 8
SOUTH DENNIS, MA 02660

PHONE: 508-760-1983
FAX: 508-760-5951
EMAIL: RMBCAPECOD@AOL.COM
WEB: WWW.BOUDREAULECTRIC.SCHOOL.COM

Richard Boudreau, with his wife Janet, own and operate Boudreau School. The Electrical School is licensed by both the Commonwealth of Massachusetts Board of Education and the Commonwealth of Massachusetts Board of Examiners of Electricians.

Services Delivered: Classroom Training on Massachusetts Electrical Code, Laws, and Regulations
Clients Served: Anyone interested
On-site Training: Provided in class-room at Boudreau School
Industries Served: Electrical and related industries (Basic electronics, telephone, fire alarm, burglary)
Program Type: Primarily custom-tailored
Approved WIA Vendor: No

BRIDGEWATER STATE COLLEGE (BSC), GRADUATE AND CONTINUING EDUCATION, OFFICE OF DISTANCE LEARNING

STEPHEN ANDRADE, DIRECTOR
CORPORATE AND PROFESSIONAL DEVELOPMENT
GRADUATE AND CONTINUING EDUCATION
BRIDGEWATER STATE COLLEGE
BRIDGEWATER, MA 02325

PHONE: 508-531-2972
FAX: 508-531-6162
EMAIL: SPANDRADE@BRIDGEW.EDU
WEB: WWW.BRIDGEW.EDU/GCE/

The Office of Distance Learning, managed by Corporate and Professional Development at Bridgewater State College, offers online certificate programs completed in less than three to six months in a wide variety of vocational/industry-specific fields.

Services Delivered: Medical Transcription (160 hours), Administrative Medical Specialist (150 hours), Advanced Coding for the Physician's Office (80 hours), Travel Agent Training (120 hours), Cyber Travel Specialist (80 hours), Webmaster (150 hours), CISCO Certified Network Associate (80 hours), Technical Writing (140 Hours), Graphic Design (80 hours), Auto CAD 2002 2D Drafting (120 hours), Security and Cert. Training (80 hours), Advanced Records Management (60 hours)
Clients Served: Anyone Interested
On-site Training: Distance Learning
Industries Served: A wide range
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

BRIDGEWATER STATE COLLEGE (BSC), GRADUATE AND CONTINUING EDUCATION - OFFICE OF OFF-CAMPUS K-12 PROGRAMS

**STEPHEN ANDRADE, DIRECTOR
CORPORATE AND PROFESSIONAL DEVELOPMENT
GRADUATE AND CONTINUING EDUCATION
BRIDGEWATER STATE COLLEGE
BRIDGEWATER, MA 02325**

**PHONE: 508-531-2972
FAX: 508-531-6162
EMAIL: SPANDRADE@BRIDGEW.EDU
WEB: WWW.BRIDGEW.EDU/GCE/**

The Office of Off-Campus K-12 Programs, managed by Bridgewater State College's Office of Graduate and Continuing Education, provides education courses to assist people interested in licensure to teach in the state of Massachusetts. The office also offers professional development courses for licensed educators as well as masters degree programs. Cape and Island locations include Cape Cod Community College, Barnstable Public Schools, and Cape Cod Regional Vocational Tech.

Services Delivered: For-credit Courses in the Field of Education for Teacher Preparation, professional development, and licensure.
Clients Served: Post-baccalaureate students interested in teacher licensure as well as currently licensed educators
On-site Training: Yes, courses are offered on-site at Cape Cod Community College, Barnstable Public Schools, and Cape Cod Regional Vocational Tech, and at other locations
Industries Served: Education
Program Type: Mostly ready-to-go but will custom-tailor courses to meet the needs of the client
Approved WIA Vendor: Yes

CAPE COD COMMUNITY COLLEGE (CCCC)

**CAPE COD COMMUNITY COLLEGE
2240 IYANOUGH ROAD
WEST BARNSTABLE, MA 02668-1599**

**PHONE: 508-362-2131
FAX: 508-362-3988
EMAIL: INFO@CAPECOD.MASS.EDU
WEB: WWW.CAPECOD.MASS.EDU/**

Cape Cod Community College delivers educational programs and services to meet the diverse needs of the residents of Cape Cod, the Islands, and adjacent areas of Southeastern Massachusetts. As the sole comprehensive college on Cape Cod, it provides the only access to higher education for many residents and prepares them for a rapidly changing and socially diverse global economy. To this end, it provides degrees in the liberal arts and sciences; career and technical degrees and certificates; and workforce education.

Services Delivered: Coastal Zone Management Certificate, Construction Technology Certificate, Customer Service Certificate, Diagnostic Technician Certificate, Environmental Site Assessment Certificate, Front Office Procedures Certificate, General Office Administration Certificate, Home Health Aide Program, Horticulture Certificate, Medical Assisting, Medical Office Administration Certificate, Paralegal Certificate, Real Estate Pre-License, Real Estate - Standards of Professional Appraisal, Tri-Level Nurses' Aide, and Eligible students
Clients Served:
On-site Training: Training is provided at CCCC
Industries Served: No specific industry

Program Type: Ready-to-go
Approved WIA Vendor: Yes

CAPE COD TECHNOLOGY COUNCIL, INC.

SPYRO MITROKOSTAS, EXECUTIVE DIRECTOR
3180 MAIN STREET
BARNSTABLE, MA 02630

PHONE: 508-375-6341
FAX: 508-375-6361
EMAIL: SPYRO@CAPETECH.COM
WEB: WWW.CAPETECH.COM

Cape Cod Technology Council, Inc. is an organization of technology-based companies located on Cape Cod – From Plymouth to Provincetown. Member firms are involved in the development, marketing, delivery, or support of technology and technology-based products and services. All are Cape Cod based.

Services Delivered: Apprentice Training in IT fields
Clients Served: Teachers and career-changing adults
On-site Training: No, training provided at Cape Cod Community College
Industries Served: Technology
Program Type: Custom-tailored
Approved WIA Vendor: No

CAPE COD REGIONAL TECHNICAL SCHOOL

WILLIAM FISHER, SUPERINTENDENT
351 PLEASANT LAKE AVENUE
HARWICH, MA 02645

PHONE: 508-432-4500 x222
FAX: 508-432-7916
EMAIL: BILLFISHER@CAPETECH.US
WEB: WWW.CAPETECH.US

Cape Cod Regional Voc Tech is a public technical high school located in Harwich, Massachusetts, which offers 18 Technical programs designed to teach skills that will help students succeed in the 21st century workplace. Technical programs include Automotive Technology, Auto Collision, Cosmetology, Culinary Arts, Dental Assisting, Health Technologies, Horticulture, Graphic Arts, Early Childhood Education, Hotel – Restaurant/Business Management, Heating Ventilation & Air Conditioning, Carpentry, Electrical, Plumbing, Masonry, Marine Technology, Metal Fabrication / Welding, Information Technology.

Services Delivered: Automotive Technology, Auto Collision, Cosmetology, Culinary Arts, Dental Assisting, Health Technologies, Horticulture, Graphic Arts, Early Childhood Education, Hotel – Restaurant/Business Management, Heating Ventilation & Air Conditioning, Carpentry, Electrical, Plumbing, Masonry, Marine Technology, Metal Fabrication/Welding, Information Technology.
Clients Served: All populations from high school thru adult
On-site Training: Provided at location
Industries Served: 18 Industries named above
Program Type: Per existing high school or postgraduate curriculum specifications
Approved WIA Vendor: Yes

CAREER VISIONS

LAURA TUTTLE, DIRECTOR
80 PARK STREET
ATTLEBORO, MA 02703

PHONE: 508-226-9662
FAX: 508-226-1012
EMAIL: CAREERVISIONS@COMMUNITYVNA.COM
WEB: NOT AVAILABLE

Career Visions is a private, not-for-profit institution that provides a variety of health care certificate programs.

Services Delivered: Certificate Programs and Training in Certified Nurse's Aide, Certified Home Care Aide, Phlebotomy Technician, EKG Technician, Patient Care Technician, Medical Coding/Billing Specialist
Clients Served: Employees at home health agencies, hospitals, and nursing homes
On-site Training: Yes
Industries Served: Healthcare Industry
Program Type: Both ready-to-go and custom-tailored
Approved WIA Vendor: No

CORRARO CENTER FOR CAREERS INC.

MARIANNE IZZO, COORDINATOR
HERITAGE HOUSE
259 MAIN STREET
HYANNIS, MA 02601

PHONE: 508-775-5973
FAX: NOT AVAILABLE
WEB: NOT AVAILABLE

Corraro Center for Careers Inc., located in Hyannis, offers comprehensive employment training, job placement readiness, and vocational training to Massachusetts' eligible residents.

Services Delivered: Certificate Programs in Customer Service, Hotel and Tourism, Banking and Finance, Retail Sales and Marketing, Medical Coding and Billing
Clients Served: Minorities, the disadvantaged, dislocated workers, and the unemployed
On-site Training: Training and courses are provided at Heritage House in Hyannis
Industries Served: Not industry-specific
Program Type: Ready-to-go
Approved WIA Vendor: Yes

CROZIER EDUCATION AND TRAINING ASSOCIATES, INC.

PATRICK CROZIER, PRINCIPAL
12 REVERE STREET
CANTON, MA 02021

PHONE: 781-821-2035
FAX: 781-821-2035
WEB: WWW.CEATA.COM

Crozier Education and Training Associates, Inc. provides training and technical assistance to ensure compliance, increase productivity, improve safety, and maximize business potential.

Services Delivered: Compliance/Regulatory Issues, Food Service Worker Training
Clients Served: Eligible Adults
On-site Training: Yes
Industries Served: Assisted living, long-term care, and public and private schools
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

GETTING STARTED

SEAN MEAGHER, OWNER
HYANNIS, MA 02601

PHONE: 508-394-2674
FAX: 508-760-8200
WEB: WWW.GETTING-STARTED.COM

Getting Started provides computer education and workforce development for individuals and companies.

Services Delivered: Custom-Designed Software and Websites
Clients Served: Primarily construction workers and builders
On-site Training: Yes
Industries Served: Primarily the construction industry
Program Type: Custom-tailored
Approved WIA Vendor: No

HR ALTERNATIVES / PRIMARY VISION CONSULTANTS

JANE CALLAHAN, PRESIDENT
335 GRANGE PARK
BRIDGEWATER, MA 02324

PHONE: 508-279-1800
FAX: 508-279-2757
EMAIL: JANEC@PRIMARYVISIONCO.COM
WEB: WWW.PRIMARYVISIONCO.COM

HR Alternatives / Primary Vision Consulting is a human resources consultancy, coaching and training company established in 1994 that works with companies to identify human resources strategic and training needs in support of organization objectives.

Services Delivered: HR Strategic Planning, Policy Development, Leadership Development, Training
Clients Served: Entry-level, mid-career, and senior-level employees
On-site Training: Yes
Industries Served: All industries
Program Type: Primarily custom-tailored
Approved WIA Vendor: No

INSTITUTE FOR ENVIRONMENTAL EDUCATION (IEE)

ED CROWELL, VICE PRESIDENT OF MARKETING
16 UPTON DRIVE
WILMINGTON, MA 01887

PHONE: 978-253-6007
FAX: 978-658-5435
EMAIL: ECROWELL@IEETRAINS.COM
WEB: WWW.IEETRAINS.COM

The Institute for Environmental Education (IEE) is the largest environmental training provider in New England with over 6,000 clients ranging from government, companies, armed services, educational facilities and non-profit groups. It offers a total of 57 classes to small

groups on a variety of environmental topics including courses in asbestos, lead, and health and environmental seminars.

Services Delivered: Asbestos, Lead, Hazardous Waste Operations (OSHA), Environmental Hygienist, Environmental Laborer, Contractor/Supervisor - Deleader
Clients Served: Interested Clients
On-site Training: Yes
Industries Served: A wide variety of industries
Program Type: Custom-tailored and ready to go
Approved WIA Vendor: Yes

LEARNING ASSOCIATES

ARTHUR W. GOODALL, PRESIDENT
42 MILL LANE
YARMOUTHPORT, MA 02675

PHONE: 508-362-5268
FAX: 508-362-5268
WEB: NOT AVAILABLE

Learning Associates, based in Yarmouth Port, Cape Cod, provides a wide range of educational and industry-specific training services to clients. Highly trained instructors at Learning Associates provide a broad range of training services to various industries.

Services Delivered: Higher math training for technically-oriented manufacturers and technical training in chemistry for chemistry-related fields
Clients Served: Anyone interested
On-site Training: Yes
Industries Served: Any industry, especially the engineering sciences and business
Program Type: Custom-tailored
Approved WIA Vendor: No

LEE INSTITUTE

RICHARD A. GIOVANGELO, CEO
310 HARVARD STREET
BROOKLINE, MA 02446

PHONE: 617-734-3211
FAX: 617-734-3238
EMAIL: RGIOVANGELO@LEEINSTITUTE.COM
WEB: WWW.LEEINSTITUTE.COM

For over 45 years the Lee Institute has been offering courses in preparation for the real estate license examinations. The Lee Institute license courses are fully approved by the Massachusetts Board of Registration of Real Estate Brokers and Salespersons and are taught by professionals with years of experience. Completion of a Lee Institute course meets the requirement necessary to take the state licensing examination.

Services Delivered: Real Estate and Brokers' Examination Preparation, Appraisal Courses that meet required regulations and criteria for licensing, Mortgage Lending, and Continuing Education Programs
Clients Served: Anyone interested
On-site Training: Yes, but most training is provided at Lee Institute's many branches throughout Massachusetts
Industries Served: Real Estate
Program Type: Ready-to-go
Approved WIA Vendor: No

LIBERTY COMMONS/ BROAD REACH HEALTH

JANIE TOMADRICK, STAFF DEVELOPER
390 ORLEANS ROAD
NORTH CHATHAM, MA 02650

PHONE: 508-945-9611
FAX: 508-945-2245
EMAIL: NOT AVAILABLE
WEB: NOT AVAILABLE

Liberty Commons/Broad Reach Health is a skilled nursing facility that offers courses and training in Physical Therapy (PT), Occupational Therapy (OT), and Special Language Pathology (SLP) to both residents and to the public.

Services Delivered: 80 Hour CNA program (including testing & certification), PT, OT, and SLP
Clients Served: Anyone interested
On-site Training: Yes
Industries Served: Health care
Program Type: Custom-tailored
Approved WIA Vendor: No

MASSACHUSETTS MARITIME ACADEMY (MMA)

CAMERON GIFFORD, SPECIAL PROJECT COOR.
MASS. MARITIME ACADEMY
101 ACADEMY DRIVE
BOURNE, MA 02532

PHONE: 508-830-6485
FAX: 508-830-5019
EMAIL: CGIFFORD@MMA.MASS.EDU
WEB: WWW.MMA.MASS.EDU

The Massachusetts Maritime Academy (MMA), located in Bourne, is a specialized four-year maritime and engineering college, with approximately 800 students. The mission of Massachusetts Maritime Academy is to graduate educated men and women to serve the maritime industry as licensed officers or to serve the transportation, engineering, environmental, and industrial interests of the Commonwealth and the Nation. The Academy supports the national defense by the commissioning of officers in the U.S. Merchant Marine and the U.S. Armed Forces.

Services Delivered: Department of Public Safety Licensing, Marine Management Certificate Program, Mechanical Systems Technician Program, OSHA 40 training, Wastewater Certification, 100 Ton License Program, and 1 day courses in welding, diesel, hydraulics, fibreglassing, HVAC, and Inboard/Outboard Engine Repair
Clients Served: Anyone interested
On-site Training: Yes
Industries Served: Marine industry
Program Type: Custom-tailored and ready-to-go
Approved WIA Vendor: No

MASSASOIT COMMUNITY COLLEGE, DEPARTMENT OF RADIOLOGIC TECHNOLOGY

NANCY SUTCLIFFE, PROGRAM DIRECTOR
DEPARTMENT OF RADIOLOGIC TECHNOLOGY
MASSASOIT COMMUNITY COLLEGE
ONE MASSASOIT BOULEVARD
BROCKTON, MA 02302

PHONE: 508-588-9100 EXT. 1784
FAX: 508-427-1262
EMAIL: NSUTCLIFFE@MASSASOIT.MASS.EDU
WEB: WWW.MASSASOIT.MASS.EDU

Massasoit Community College delivers educational programs and services to meet the diverse needs of the residents of Southeastern Massachusetts and beyond. It provides associate degrees and certificate programs in a wide variety of fields at the Brockton and Canton campuses. Currently, Massasoit Community College has collaborated with Cape Cod Health Care to provide an on-site training program leading to a Radiologist Technician certification.

Services Delivered: Radiologic Technology Program leading to an Associate Degree
Clients Served: Anyone interested in a career in this field
On-site Training: Academic courses are taken at the Brockton campus and clinical training is taken at Falmouth and Cape Cod Hospitals
Industries Served: Health Care
Program Type: Ready-to-go
Approved WIA Vendor: No

MURPHY ASSOCIATES

KAREN MURPHY, PRESIDENT
21B JOHNSON STREET
NEWBURYPORT, MA 01950

PHONE: 978-462-9081
FAX: 978-462-0517
EMAIL: MURPHYASSOC@AOL.COM
WEB: NONE

Murphy Associates is a training and consulting organization specializing in occupational Spanish and customer service. President, Karen Murphy, has over 23 years of experience in building, servicing and managing business in both high technology and industrial markets around the world. She also develops and executes customized software product training.

Services Delivered: Occupational Spanish training
Clients Served: Public, private and non-profit organizations
On-site Training: Yes
Industries Served: All industries
Program Type: Custom-tailored and ready-to-go
Approved WIA Vendor: No

NEW ENGLAND COLLEGE OF FINANCE, SEMINARS AND CUSTOM PROGRAMS DIVISION

RICHARD ELLIOTT, VICE PRESIDENT
ONE LINCOLN PLAZA
BOSTON, MA 02111

PHONE: 617-951-2350 EXT. 228
FAX: 617-951-2533
EMAIL: NOT AVAILABLE
WEB: WWW.FINANCE.EDU

New England College of Finance (NECF) is a not-for-profit educational organization serving all segments of the financial services industry throughout the region. NECF offers a College Foundations Certificate as well as an Associate's Degree in Business Information with concentrations in branch management, mutual funds and investment studies, accounting and finance, and human resource management. The Seminars and Custom Programs Division provides non-credit, open enrollment seminars throughout the year.

Services Delivered: Broad "Need-To-Know" Industry Topics including Product Knowledge, Regulatory Issues, Compliance, Management Development, and Other Training Services

Clients Served: Employees of the Financial Services Industry

On-site Training: Seminars are scheduled at the Boston location and regionally in collaboration with firms. All custom programs are delivered on-site at the client's location

Industries Served: Financial Services Industry

Program Type: Ready-to-go courses and custom-tailored programs upon request by the client

Approved WIA Vendor: No

NEW ENGLAND COLLEGE OF FINANCE/FINANCIAL SERVICES ACADEMY

LINDA C. FERA, DIRECTOR OF OPERATIONS
ONE LINCOLN PLAZA
BOSTON, MA 02111

PHONE: 617-951-2350 EXT. 300
FAX: 617-951-2533
EMAIL: NOT AVAILABLE
WEB: WWW.FINANCE.EDU

New England College of Finance (NECF) is a not-for-profit educational organization serving all segments of the financial services industry throughout the region. NECF offers a College Foundations Certificate as well as an Associate's Degree in Business Information with concentrations in branch management, mutual funds and investment studies, accounting and finance, and human resource management. The Financial Services Academy (FSA), a division of NECF, provides industry specific training for entry-level positions in financial services.

Services Delivered: Three-Week Training Program in three Key Areas: Understanding the Financial Services Industry, Workplace Protocol/Organizational Culture, and Quality Customer Service

Clients Served: Diverse populations. Ninety percent (90%) of Academy graduates are ethnic minorities or recent immigrants

On-site Training: A Financial Services Academy collaboration in the Cape and Islands has been proposed, but has not been implemented yet

Industries Served: Financial Services

Program Type: Ready-to-go courses and custom-tailored programs upon request by the client

Approved WIA Vendor: No

NEW ENGLAND MARITIME, INC.

JAMES F. HURLEY, PRESIDENT
149 OCEAN STREET
HYANNIS, MA 02601

PHONE: 508-790-3400
FAX: 508 775-1672
EMAIL: NEM@GIS.NET
WEB: WWW.NEMARITIME.COM

New England Maritime, Inc. has been on the cutting edge of maritime training for the past 12 years. The school is owned and operated by Jim and Leanne Hurley, both USCG Licensed Masters and Coast Guard approved instructors. New England Maritime has prepared students for a variety of marine licenses and documents

Services Delivered: Able Seaman Exam Preparation Course, Basic and Advanced Shipboard Fire Fighting, Boating Safety, CPR, FCC Testing, First Aid Training, LaunchTender, Master 100 Ton Near Coastal, Master 200 Ton Near Coastal, STCW Basic Safety

Clients Served: Displaced fishermen and anyone interested
On-site Training: Training is provided at the Hyannis location and satellite campus located at Marina Bay, Quincy
Industries Served: Maritime industry
Program Type: Custom-tailored USCG Approved programs
Approved WIA Vendor: Yes

OLD COLONY TRADE & TECHNICAL SCHOOL

EDWARD RUSSELL, DIRECTOR OF ADMISSIONS **PHONE: 508-583-2008**
244 LIBERTY STREET **FAX: 508-583-5320**
BROCKTON, MA 02301 **EMAIL: INFO@OCTTS.COM**
 WEB: WWW.OCTTS.COM

The Old Colony Trade & Technical School has been helping its students pass the Master and Journeyman Plumbing Code examinations in Massachusetts since 1957. Old Colony also offers state of the art instruction and hands-on training in Air Conditioning, Plumbing, Heating, and job placement. The combination of "Hands On" training and classroom theory under the supervision of our field-experienced instructors has proven effective in preparing graduates with marketable job skills.

Services Delivered: Plumbing course – Hands On Training with Code
 Heating course – Hands On Training on Oil Burner Furnaces with preparation for Massachusetts State Oil Burner License
 Air conditioning (AC) and Refrigeration course – leading to EPA certification
Clients Served: Open to all qualified candidates
On-site Training: Yes
Industries Served: Plumbing, heating, and AC/refrigeration fields
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

PROFESSIONAL SCHOOL OF BARTENDING

ELLEN GIRARD **PHONE: 508-588-8204**
660 NORTH MAIN STREET **FAX: NONE**
BROCKTON, MA 02301 **EMAIL: NONE**
 WEB: NONE

The Professional School of Bartending, located in Brockton, Massachusetts, provides complete bartending training to interested clients and prospective students.

Services Delivered: Bartender Training
Clients Served: Anyone over 18 years of age
On-site Training: Yes
Industries Served: Bartending
Program Type: Primarily Ready-to-go
Approved WIA Vendor: No

SUFFOLK UNIVERSITY – CAPE COD

**2240 IYANNOUGH RD
BROCKTON, MA 02301**

**PHONE: 508-375-4083
FAX: 508-375-4071
EMAIL: CAPECOD@SUFFOLK.EDU
WEB: WWW.SUFFOLK.CAPECOD.COM**

Services Delivered: Graduate and Undergraduate Courses
Clients Served: Eligible Students
On-site Training: Yes
Industries Served: Communication, Journalism, Public Administration, Public Relations
Program Type: Ready to go Courses
Approved WIA Vendor: Yes

UPPER CAPE COD REGIONAL TECHNICAL SCHOOL

**SUSAN VIGLIANO, EVENING SCHOOL DIRECTOR
UPPER CAPE COD REGIONAL TECHNICAL SCHOOL
220 SANDWICH ROAD
BOURNE, MA 02532**

**PHONE: 508-759-7711 EXT. 211
FAX: 508-759-7208
EMAIL: SVIGLIANO@UPPERCAPETECH.COM
WEB: WWW.UPPERCAPETECH.COM/**

Upper Cape Tech is a regional school district in the Commonwealth of Massachusetts. For more than thirty years, high school students and adults seeking continuing education from the towns of Bourne, Falmouth, Marion, Sandwich, and Wareham have turned to their Tech for quality educational opportunities. Programs are designed to teach skills that will help students succeed in the 21st century workplace. Upper Cape Tech is fully accredited by the New England Association of Schools and Colleges.

Services Delivered: Adult First Aid/CPR, Basic Auto Body Technology, Certified Nurses' Assistant (CNA), EKG Technician, Home Health Aide, Journeyman Electrical I & II, Journeyman Plumbing, Journeyman Electric, LPN Test Preparation and Review, Marine Engine Repair, Medical Assistant, Medical Billing and Coding, Medical Terminology, Nursing Assistant, Ophthalmic Assistant, Phlebotomy, Practical Nursing (40 hrs), ServSafe, Small Engine Repair, Surgical Preparation, Welding
Clients Served: Eligible Students (most courses require a high school diploma or GED)
On-site Training: Training provided at Upper Cape Cod Regional Tech
Industries Served: A wide range of industries
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

UNITED STATES DEPARTMENT OF LABOR

**JOHN O'SHAUGHNESSY, DIRECTOR
15 NEW SUDBURY STREET
JFK FEDERAL BLDG. RM. E-370
BOSTON, MA 02111**

**PHONE: 617-565-9171
FAX: 617-565-9171
EMAIL: JOSHAUGHNESSY@DOLETA.GOV
WEB: WWW.DOLETA.GOV/**

The Employment and Training Administration at the Department of Labor seeks to build up the labor market through the training of the workforce and the placement of workers in jobs through employment services.

Services Delivered: Apprenticeship for Construction, Machining, and Service Trades
Clients Served: All interested clients, but target minorities and women in non-traditional trades
On-site Training:
Industries Served: Construction, Service and Manufacturing
Program Type: Custom-tailored
Approved WIA Vendor: No

UNIVERSITY OF MASSACHUSETTS BOSTON

SUSAN MILLER, ASSISTANT DEAN OF BUSINESS, HEALTH & EXTENDED SERVICES
NURSING DEPARTMENT **PHONE: 508-362-2131 EXT. 4427**
CAPE COD COMMUNITY COLLEGE **FAX: 508-375-4086**
2240 IYANOUGH ROAD **EMAIL: SMILLER@CAPECOD.MASS.EDU**
WEST BARNSTABLE, MA 02668-1599 **WEB: WWW.CONTED.UMB.EDU/**

The University of Massachusetts Boston, established in 1964, offers undergraduate and graduate programs in approximately 90 fields of study, as well as advanced certificate programs through its Division of Corporate, Continuing and Distance Education. UMass Boston is currently offering a Bachelor of Science degree completion program in Nursing on Cape Cod for qualified students. This new partnership between UMass Boston and Cape Cod Community College responds to the need for registered professional nurses to obtain the baccalaureate degree as recommended by Cape Cod Health Care.

Services Delivered: Nursing Degree Completion Program
Clients Served: Eligible students
On-site Training: Training provided at the CCCC campuses in West Barnstable and Hyannis, and at health care centers on the Cape
Industries Served: Health care
Program Type:
Approved WIA Vendor: No

UNIVERSITY OF MASSACHUSETTS DARTMOUTH (UMASS DARTMOUTH), DIVISION OF CONTINUING EDUCATION

BARBARA S. BROWN, ACADEMIC ADVISOR **PHONE: 508-678-3636**
DIVISION OF CONTINUING EDUCATION **FAX: 508-678-1765**
UMASS DARTMOUTH **EMAIL: BBROWN@UMASSD.EDU**
285 OLD WESTPORT ROAD **WEB: WWW.TEMP.UMASSD.EDU/DCE/**
NORTH DARTMOUTH, MA 02747

The University of Massachusetts Dartmouth Division of Continuing Education is an integral part of UMass Dartmouth, offering a wide range of degree programs and credit and non-credit courses. Students may enroll in a single course, a number of courses, or a program leading to a bachelor's degree. In addition, each term, courses are offered for personal or professional development, which carry no academic credit and a few courses for professional certification may be offered.

Services Delivered: Bachelor's Degree Completion 2+2 Program in Humanities/Social Sciences (HSS)
Clients Served: Eligible Day and Evening Students
On-site Training: Classes are held at the main campus of Cape Cod Community College (CCCC) in West Barnstable
Industries Served: No specific industry
Program Type: Ready-to-go
Approved WIA Vendor: No

UNIVERSITY OF MASSACHUSETTS DARTMOUTH (UMASS DARTMOUTH), SOUTHEASTERN MASSACHUSETTS AGRICULTURAL PARTNERSHIP (SEMAP)

ANTONE VIERA, EXECUTIVE DIRECTOR **PHONE: 508-999-8744**
CORPORATE PROGRAMS **FAX: 508-999-8621**
UNIVERSITY OF MASSACHUSETTS DARTMOUTH **EMAIL: AVIERA@UMASSD.EDU**
285 OLD WESTPORT ROAD **WEB: WWW.TEMP.UMASSD.EDU/SEMAP/**
NORTH DARTMOUTH, MA 02747

SEMAP, managed by UMass Dartmouth, is a partnership of organizations formed to help agricultural enterprises achieve economic success by facilitating access to business management tools and support services, and identifying needs and promoting entrepreneurship.

Services Delivered: Courses and Workshops for Agriculture Businesses, Technical Support, Education, Outreach, and Financial Assistance. Some upcoming course opportunities for Agricultural Business include Computer Training, Introduction to the Internet, Quickbooks Pro, Agricultural Marketing, and others.
Clients Served: Farmer and grower associations, government agencies, non-for-profit and educational organizations
On-site Training: Yes
Industries Served: Agriculture
Program Type: Custom-tailored to meet the needs of businesses
Approved WIA Vendor: No

WORKFORCE EDUCATION RESOURCE CENTER (WERC), CAPE COD COMMUNITY COLLEGE

LOIS ANDRE, DIRECTOR **PHONE: 508-362-2131 EXT. 4505**
WORKFORCE EDUCATION RESOURCE CENTER **FAX: 508-375-4181**
2240 IYANNOUGH ROAD **EMAIL: WERC@CAPECOD.MASS.EDU**
WEST BARNSTABLE, MA 02668-1599 **WEB: WWW.CAPECOD.MASS.EDU/WERC**

Workforce Education Resource Center, WERC, is the training resource for local businesses and organizations of Cape Cod, Martha's Vineyard, Nantucket, and Southeastern Massachusetts. WERC assesses, designs, and delivers customized training in information technologies, management skills, customer satisfaction, professional development, certifications in OSHA, Real Estate, ServSafe© and other areas as requested by the client. In addition, WERC is able to offer on-site information technologies training for up to fifteen (15) participants with its portable, wireless, laptop computer lab.

Services Delivered: OSHA 40 Hour certification, OSHA 8 hour refresher, ServSafe (food safety certification) Real Estate Pre License, Building Codes Pre license, Information Technologies, Management Skills, Customer Satisfaction, Professional Development, English

as a Second Language, and others areas as requested by the client.

Clients Served:

Whomever businesses and clients want trained

On-site Training:

Yes

Industries Served:

Finance, Real Estate, Hospitality, Education, Municipal Government, Manufacturing, and Healthcare.

Program Type:

Custom-tailored and ready-to-go

Approved WIA Vendor:

Yes

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SECTION 3: COMPUTER TRAINING: BASIC COMPUTER LITERACY TO HIGH TECH TRAINING

The Cape and Islands Workforce Investment Board has a number of educational institutions, non-profit agencies, and for-profit agencies, which possess the capacity to deliver or develop a variety of essential programs to meet the computer training needs of employees in the Cape and Islands region.

Examples of these needs include:

Basic Computer Skills

- Introduction to Personal Computers
- Computers for Beginners
- Keyboard Training

Microsoft Office Suite

- Microsoft Access
- Microsoft Excel
- Microsoft Word
- Microsoft Outlook
- Microsoft PowerPoint

Business Computing

- Quicken
- Quick Books
- Lotus Notes
- Introduction to Digital Imaging
- Pocket PC Tips
- Palm Pilot
- Microsoft Project

Graphic Design

- Graphic Design Certificate
- Graphic Design I

Operating Systems

- CISCO
- Networking/Systems Administration
- Troubleshooting
- Linux

Web Design

- Microsoft FrontPage
- Dreamweaver
- Visual Layout
- HTML
- XML

Desktop Publishing

- Adobe Photoshop
- PageMaker

Information Technology/ Advanced Technical Training

- PC Tech Program
- A+
- MCSE (Microsoft Certified Systems Engineer)
- MOUS (Microsoft Office User Specialist)
- MSCA (Microsoft Certified Systems Administrator)
- Network +
- MCP (Microsoft Certified Professional Training)
- MCSD (Microsoft Certification Solution Developer)
- Java
- Novell
- Windows XP Training

The following institutions/agencies have been identified as capable of filling these training needs.

BOSTON UNIVERSITY CORPORATE EDUCATION CENTER (BUCEC)

**TRISTIN FLETCHER, ASSOCIATE DIRECTOR
SALES AND MARKETING
72 TYNG ROAD
TYNGSBORO, MA 01879-2099**

**PHONE: 800-288-7246
FAX: 978-649-2145
EMAIL: BUCECREG@BU.EDU
WEB: WWW.BUTRAIN.COM**

Boston University Corporate Education Center is the largest training center for information technology and management development in the Northeast. Established by Boston University in 1988, BUCEC bridges the training gap between the knowledge base provided by a traditional academic education and the lifelong need for up-to-date skill sets in industry. BUCEC does not provide regular, ongoing services on-site to clientele. However, it has provided computer-training services to Town of Yarmouth employees and training in Operating Systems to high-tech workers in Hyannis, and has expressed an interest to service the Cape upon request.

Services Delivered: A+ Certification, Microsoft Outlook, Network Plus, Operating Systems, (please visit www.butrain.com for a more comprehensive list of available services).
Clients Served: Anyone interested
On-site Training: On-site training upon request
Industries Served: Any industry
Program Type: Both ready-to-go and custom-tailored
Approved WIA Vendor: Yes

BRIDGEWATER STATE COLLEGE (BSC), CENTER FOR TECHNICAL EDUCATION

**MARY FULLER, DIRECTOR OF CONTINUING & DISTANCE EDUCATION
CENTER FOR TECHNICAL EDUCATION AT THE
MOAKLEY CENTER
BRIDGEWATER STATE COLLEGE
BRIDGEWATER, MA 02325**

**PHONE: 508-531-6141
FAX: 508-531-6121
EMAIL: MFULLER@BRIDGEW.EDU
WEB: WWW.BRIDGEW.EDU/CDE**

The Center for Technical Education (CTE) at Bridgewater State College provides multiple resources for students and the community in advanced technical applications. The CTE has state-of-the-art technology labs where students can study Graphic Web Design.

Services Delivered: A+ Certification, Microsoft Office Suite (Access, Excel, Microsoft Word, PowerPoint), Networking and Programming, Graphic Design Certification for Certified Web Development Professional and Certified Graphic Design Professional, and any type of Microsoft Certification needed by client
Clients Served: Anyone interested
On-site Training: Training provided at CWF, Inc. in Mashpee
Industries Served: No specific industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

CAPE COD COMMUNITY COLLEGE (CCCC)

**CAPE COD COMMUNITY COLLEGE
2240 IYANOUGH ROAD
WEST BARNSTABLE, MA 02668-1599**

**PHONE: 508-362-2131
FAX: 508-362-3988
EMAIL: INFO@CAPECOD.MASS.EDU
WEB: WWW.CAPECOD.MASS.EDU/**

Cape Cod Community College delivers educational programs and services to meet the diverse needs of the residents of Cape Cod, the Islands, and adjacent areas of Southeastern Massachusetts. As the sole comprehensive college on Cape Cod, it provides the only access to higher education for many residents and prepares them for a rapidly changing and socially diverse global economy. To this end, it provides degrees in the liberal arts and sciences; career and technical degrees and certificates; and workforce education.

Services Delivered: Application Specialist Certificate, Business Computing (Quickbooks), Computers for Beginners, Database/ Networking Design Certificate, Desktop Publishing Certificate, Graphic Design, Introduction to the Internet, Introduction to the PC, Introductory and Intermediate courses in Microsoft Office Suite (Word, Excel, Access), Programming for Computer Science Certificate, Visual Basic Certificate, Web Design

Clients Served: Eligible students

On-site Training: Training is provided at CCCC

Industries Served: No specific industry

Program Type: Ready-to-go

Approved WIA Vendor: Yes

CAPE COD TECHNOLOGY COUNCIL

**SPYRO MITROKOSTAS, EXECUTIVE DIRECTOR
3180 MAIN STREET
BARNSTABLE, MA 02630**

**PHONE: 508-375-6341
FAX: 508-375-6361
EMAIL: SPYRO@CAPETECH.COM
WEB: WWW.CAPETECH.COM**

Cape Cod Technology Council, Inc. is an organization of technology-based companies located on Cape Cod – From Plymouth to Provincetown. Member firms are involved in the development, marketing, delivery, or support of technology and technology-based products and services. All are Cape Cod based.

Services Delivered: Community College IT Certification and Teacher Training in Classroom Software

Clients Served: Teachers, career-changing adults, residents of Barnstable County

On-site Training: Training is provided at Cape Cod Community College (CCCC)

Industries Served: Technology

Program Type: Custom-tailored using CCCC's sources and certificates

Approved WIA Vendor: No

COMPUTER-ED INSTITUTE

**ALAN LAMPERT, EXECUTIVE DIRECTOR
375 WESTGATE DRIVE
BROCKTON, MA 02302**

**PHONE: 508-941-0730
FAX: 508-587-8436
EMAIL: ALAMPERT@LINCOLNTECH.COM**

WEB: WWW.COMPUTER-ED.COM

Computer-Ed Institute (CEI) is an established regional leader in corporate software and high tech computer training. CEI is accredited to award certificates and diplomas by the Accrediting Council for Independent Colleges and Schools (ACICS).

Services Delivered: Computer Programming with Web Technology, Network System Professional, Network Systems Administrator, Personal Computer Service Technician, Software Applications Specialist
Clients Served: Eligible students (minimum requirement of high school diploma or GED)
On-site Training: No, training provided at Brockton location
Industries Served: Computer industry and Medical industry
Program Type: Ready-to-go
Approved WIA Vendor: Yes

COMPUTERS WITHOUT FEAR (CWF), INC.

NANCY HARRISON, DIRECTOR OF TRAINING **PHONE: 508-477-4767 EXT. 16**
COMPUTERS WITHOUT FEAR (CWF) **FAX: 508-477-4166**
509 FALMOUTH ROAD **EMAIL: NANCY@CWFINC.COM**
MASHPEE, MA 02649 **WEB: WWW.CWFINC.COM**

Computers Without Fear (CWF), Inc. provides technological solutions for small-to-medium sized organizations and individuals in the Southeastern Massachusetts area. CWF trains employees and employers on their information systems to optimize productivity and enjoyment.

Services Delivered: Computer Software Applications for Literacy and Certification, Microsoft Office; Business Training in Quickbooks; Graphic Design courses in PageMaker, Photoshop, Corel Draw; Web Design Courses in Dreamweaver, Flash, FrontPage; and Networking Courses in Microsoft Operating System Certification Tracks
Clients Served: Anyone interested
On-site Training: Yes
Industries Served: No specific industry
Program Type: Primarily ready-to-go, but willing to customize to meet specific needs of clients
Approved WIA Vendor: Yes

COMPUWORKS

STEPHANIE CROCKER, SNR. ACCOUNT MANAGER **PHONE: 508-230-0234**
233 ALBION STREET **FAX: 781-224-0504**
WAKEFIELD, MA 01880 **EMAIL: SCROCKER@COMPUWORKS.COM**
WEB: WWW.COMM-PASS.COM

CompuWorks is New England's leading Information Technology (IT) training and consulting company, which has been providing customized IT training, public classes and IT consulting and support throughout New England for several years. In addition to private classes, CompuWorks offers Microsoft Certified Technical Education at Curry College in Plymouth, Massachusetts.

Services Delivered: Introduction to PCs, Introductory, Intermediate, and Advanced courses in Microsoft Office Suite (Access, Excel, Word, Outlook, PowerPoint) IT training, Microsoft Office 97/2000, Web Design and Development (XML, HTML, Dreamweaver, FrontPage)

Clients Served: Commonwealth of Massachusetts' State Agencies, Corporations, and Colleges

On-site Training: Yes

Industries Served: All industries

Program Type: Custom-tailored and custom-designed courseware

Approved WIA Vendor: No

COMPUSA

ROSEANN FRANCUCCI, TRAINING COORDINATOR **PHONE: 781-937-4830**
335 WASHINGTON STREET **FAX: 781-937-4855**
WOBURN, MA 01801 **EMAIL: ROSEANN_FRANCUCCI@COMPUSA.COM**
WEB: WWW.COMPUSA.COM

CompUSA provides a wide range of computer training services on-site in a classroom environment and at various CompUSA locations throughout Massachusetts: Woburn, North Attleboro, Braintree, Brighton, Danvers, and Framingham. Computer training ranges from basic computer applications to advanced technical training.

Services Delivered: All levels of MS Office Suite (Word, Excel, Access, PowerPoint, Outlook)
Business Computer Software including: Microsoft Project, Lotus Notes, Pocket PC Tips and Tricks, Palm Pilot Introduction and Tips & Tricks, Quicken, Quickbooks
Web Design including: Microsoft FrontPage and Basic Internet Fundamentals.
Information Technology Training including: A+ Certification and Microsoft Certified Systems Engineer (MCSE)

Clients Served: Anyone interested

On-site Training: Yes, for a group of up to 12 students

Industries Served: All industries

Program Type: Ready-to-go and custom-tailored

Approved WIA Vendor: No

CONNECTING POINT COMPUTER CENTER

BRYAN VANSANT, TRAINING COORDINATOR **PHONE: 508-775-8541**
106 BASSETT LANE **FAX: 508-775-1321**
HYANNIS, MA 02601 **EMAIL: TRAINING@CONNECTINGPOINT.NET**
WEB: WWW.CONNECTINGPOINT.NET

Connecting Point Computer Center provides a wide range of computer training to clients. Skilled in all levels of computer applications, the Connecting Point training specialists can help businesses and clients become more productive through greater understanding of computer software applications.

Services Delivered: All levels of MS Office Suite (Word, Excel, Access, PowerPoint), Macintosh/ Windows Operating Systems, Web Design, Graphic Design, Desktop Publishing

Clients Served: Anyone interested

On-site Training: Yes

Industries Served: No specific industry

Program Type: Ready-to-go and custom-tailored

Approved WIA Vendor: Yes

CONTINUING EDUCATION INSTITUTE (CEI)

LLOYD DAVID, DIRECTOR & PRESIDENT
108 WATER STREET
WATERTOWN, MA 02472

PHONE: 617-926-1864
FAX: 617-926-1865
EMAIL: LDAVID@CEILEARN.COM
WEB: WWW.CEILEARN.COM

Continuing Education Institute, Inc. (CEI) of Watertown, MA, is a non-profit organization specialized in educating adults at the workplace. Over 9500 adults have successfully participated in CEI Programs.

Services Delivered: Information Technology (IT) training, Basic Computer Skills

Clients Served: All interested adults

On-site Training: Yes

Industries Served: Manufacturing, health care, hospitals, nursing homes, banking and financial services, public and private sector, labor organizations

Program Type: Custom-tailored

Approved WIA Vendor: No

CORRARO CENTER FOR CAREERS INC.

MARIANNE IZZO, COORDINATOR
HERITAGE HOUSE
259 MAIN STREET
HYANNIS, MA 02601

PHONE: 508-775-5973
FAX: NOT AVAILABLE
EMAIL: TIZZO73691@AOL.COM
WEB: NOT AVAILABLE

Corraro Center for Careers Inc. offers comprehensive employment training, job placement readiness, and vocational training to Massachusetts' eligible residents.

Services Delivered: MicroSoft Suite (Microsoft Access, Excel, PowerPoint, Word)

Clients Served: Minorities, the disadvantaged, dislocated workers, and the unemployed

On-site Training: Training and courses are provided at Heritage House in Hyannis

Industries Served: Not industry-specific

Program Type: Ready-to-go

Approved WIA Vendor: Yes

GETTING STARTED

SEAN MEAGHER, OWNER
HYANNIS, MA 02601

PHONE: 508-394-2674
FAX: 508-760-8200

EMAIL: GETSMART.NOW@VERIZON.NET
WEB: WWW.GETTING-STARTED.COM

Getting Started provides computer education and workforce development for individuals and companies.

Services Delivered: Basic Computer Skills ranging from Microsoft Office Suite to Adobe Photoshop
Clients Served: Anyone interested
On-site Training: Yes
Industries Served: Can serve any industry, but targets the construction industry
Program Type: Custom-tailored
Approved WIA Vendor: No

JOB TRAINING AND EMPLOYMENT CORPORATION (JTEC)

AL ROY, VICE PRESIDENT OF OPERATIONS
JOB TRAINING AND EMPLOYMENT CORP.
77 HIGH SCHOOL ROAD EXTENSION
HYANNIS, MA 02601

PHONE: 508-862-6667
FAX: 508-771-6418
EMAIL: AROY@DETMA.ORG
WEB: NOT AVAILABLE

JTEC partners with the Massachusetts Department of Employment and Training (DET) to provide core workforce development and training needs to employees and employers in the Cape and Islands, including workshops, placements, counseling, labor market information, re-employment services, unemployment insurance, veteran services, and various others.

Services Delivered: Basic to Expert Computer Skills including:
Access, Excel, Outlook and Word (Fundamental, Proficient, and Expert User Level)
FrontPage 2000 and PowerPoint (Proficient & Expert User Level);
Internet Explorer 500, PC Applications and Software
Programming for Computer Science Certificate, Quickbooks, Introduction to Windows, Windows 98 and 2000 (Fundamental, Proficient, and Advanced User Level)
Clients Served: Income eligible adults, eligible youth between the ages of 14 and 21, and dislocated workers.
On-site Training: Yes, and at portable computer lab
Industries Served: All industries
Program Type: Primarily ready-to-go
Approved WIA Vendor: Yes

LEARNING ASSOCIATES

ARTHUR W. GOODALL, PRESIDENT
42 MILL LANE
YARMOUTHPORT, MA 02675

PHONE: 508-362-5268
FAX: 508-362-5268
EMAIL: AGOOD76745@AOL.COM
WEB: NOT AVAILABLE

Learning Associates, based in Yarmouth Port, Cape Cod, provides a wide range of educational and industry-specific training services to clients. Highly trained instructors at Learning Associates provide a broad range of training services to various industries.

Services Delivered: Microsoft Excel and Word Processing
Clients Served: Anyone interested
On-site Training: Yes
Industries Served: Any industry, especially the engineering sciences and business
Program Type: Custom-tailored
Approved WIA Vendor: No

LITTLE HARBOR

CHRIS S. CHANDLER, CONSULTANT
138 WASHINGTON STREET
READING, MA 01867

PHONE: 508-345-8464
FAX: NOT AVAILABLE
EMAIL: CHRIS@LITTLEHARBOR.COM
WEB: WWW.LITTLEHARBOR.COM

Little Harbor delivers technical, certification, and customized training and consulting solutions to corporate clients throughout the United States and internationally.

Services Delivered: Microsoft Certified Systems Engineer (MCSE),
Networking/Systems Administration, Troubleshooting and
Maintenance
Clients Served: Any interested client, but mostly corporate clients to date
On-site Training: Yes
Industries Served: Any industry
Program Type: Ready-to-go and Custom-tailored
Approved WIA Vendor: No

MASSACHUSETTS SCHOOL OF INFORMATION TECHNOLOGY

GUNNAR HEXUM, PRESIDENT
9 TAUNTON GREEN
TAUNTON, MA 02780

PHONE: 508-977-9909
FAX: 508-977-9906
EMAIL: GHEXUM@MASSINFOTECH.COM
WEB: WWW.MASSINFOTECH.COM

Massachusetts School of Information Technology is a Microsoft Certified Partner, Business Solution Provider, Microsoft Office User Specialist Authorized Testing Center, licensed by the Department of Education and an approved Department of Employment and Training Workforce and Workforce Express Training provider.

Services Delivered: Business Application PC Literacy Training and Certification,
Professional Computer Network Engineering Instruction and
Certification
Clients Served: A broad base of individuals, companies and government
agencies
On-site Training: Yes
Industries Served: A broad range of industries
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

NEW HORIZONS COMPUTER LEARNING CENTERS

JIM NOBLE, SENIOR ACCOUNT EXECUTIVE
LARRY SEAMAN, PROGRAM MANAGER

PHONE: 781-939-9595/9527
FAX: 781-229-9552

**5 OLD CONCORD ROAD
BURLINGTON, MA 01803**

**EMAIL: JNOBLE@NHBOSTON.COM
WEB: WWW.NHBOSTON.COM**

New Horizons Computer Learning Centers in Downtown Boston, Burlington, Quincy and Westborough train thousands of clients every month. New Horizons' computer training facilities feature a comfortable learning environment, one computer per student, certified instructors, and fast Internet connectivity. New Horizons also offers customized training solutions for companies.

Services Delivered: Information Technology (IT) training
Clients Served: Any interested client, but mostly corporate clients to date
On-site Training: Yes, and at 38 state of the art classrooms at four centers
Industries Served: Any industry
Program Type: Ready-to-go (extensive course catalog) and custom-tailored upon client's request
Approved WIA Vendor: Yes

OPERATION A.B.L.E. OF GREATER BOSTON

**DEBBIE LIPTON, HUMAN RESOURCE GENERALIST
186 SOUTH STREET
BOSTON, MA 02111-2701**

**PHONE: 617-542-4180 EXT. 21
FAX: 617-542-4187
EMAIL: DLIPTON@OPERATIONABLE.NET
WEB: WWW.OPERATIONABLE.NET**

Operation A.B.L.E. (Ability Based on Long Experience) promotes employment and training opportunities for individuals who represent economically, racially and occupationally diverse populations. A.B.L.E.'s mission is to serve people aged 45 and older, but programs are available to adults of all ages.

Services Delivered: Microsoft Windows and Microsoft Office Suite
Clients Served: Available to adults of all ages, but targets people aged 45 and older
On-site Training: No, but is approved as a WIA training vendor in the Cape and Island's SDA
Industries Served: Any industry, but strong connections with health care and financial services industries
Program Type: Ready to go and custom-tailored
Approved WIA Vendor: Yes

PINNACLE TRAINING

**MICHAEL BLISS, EDUCATION CONSULTANT
PINNACLE TRAINING CORPORATION
100 GROSSMAN DRIVE
BRAINTREE, MA 02184**

**PHONE: 800-370-2791 EXT. 103
FAX: 781-849-9550
EMAIL: MBLISS@PINNACLETRAINING.COM
WEB: WWW.PINNACLETRAINING.COM**

For more than a decade, Pinnacle Training Corporation has provided a full range of technical education training and courses of the highest quality to IT professionals across New England and beyond. In Massachusetts, Pinnacle Training has IT training centers in Braintree, Westborough and our newest location in Woburn.

Services Delivered: Certifications in A+, MCSA, MCSD, MCSE, Java, Novell; Cisco Certified Network Association (CCNA), Microsoft Office Suite, and others

Clients Served: All interested clients
On-site Training: Yes and at Braintree and Westborough locations
Industries Served: Primarily IT industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

SINNOTT SCHOOL

LESLIE LAGOS, PRESIDENT
210 WINTER STREET
WEYMOUTH, MA 02188

PHONE: 781-335-6718
FAX: 781-331-6769
EMAIL: LLPMA@AOL.COM
WEB: WWW.SINNOTT SCHOOL.COM

Sinnott School is a non-profit organization licensed by the Commonwealth of Massachusetts Department of Education. Sinnott School's mission is to provide free education to the unemployed and economically disadvantaged members of our community and computer training and placement program to individuals and corporations throughout New England.

Services Delivered: Microsoft Word, Access, Excel, and PowerPoint (Basic to Intermediate)
Clients Served: Anyone interested, but particularly students who collect unemployment, disability, or transitional assistance
On-site Training: Yes, if there is a demand
Industries Served: No specific industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

SULLIVAN AND COGLIANO TRAINING CENTERS, INC.

SHEILA CHAPMAN, VICE PRESIDENT
230 SECOND AVENUE
WALTHAM, MA 02451

PHONE: 800-605-4500 EXT. 115
FAX: 781-906-7811
EMAIL: SHEILA.CHAPMAN@SULLIVANCOGLIANO.COM
WEB: WWW.SULLIVANCOGLIANO.COM

Sullivan and Cogliano Training Centers provide career-ready training services with a specialization in MicroSoft Office, Information Technology Training, and basic-skills training for workers.

Services Delivered: Web Development Professional
Clients Served: Open to all clients
On-site Training: Yes
Industries Served: All Industries
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

UNIVERSITY OF MASSACHUSETTS DARTMOUTH (UMASS DARTMOUTH), CORPORATE PROGRAMS

ANTONE VIERA, EXECUTIVE DIRECTOR
CORPORATE PROGRAMS
UMASS DARTMOUTH

PHONE: 508-999-8744
FAX: 508-999-8621
EMAIL: AVIERA@UMASSD.EDU

**285 OLD WESTPORT ROAD
NORTH DARTMOUTH, MA 02747**

WEB: WWW.TEMP.UMASSD.EDU/DCE/

UMass Dartmouth provides educational programs, research, and continuing education services in the liberal and creative arts and sciences and in the professions. UMass Dartmouth offers its nearly 7,000 students more than 61 undergraduate programs of study and 19 graduate programs, and has more than 300 full-time faculty. Corporate Programs and Partnerships has worked closely with the Cape Cod Chamber of Commerce to identify core employee training needs in the Cape and Islands. Clients have included Lucent Technologies and Infinium Software, both of which are located in Hyannis.

Services Delivered: Graduate Level Certificate Program in Computer Systems at Barnstable High School
Clients Served: Eligible applicants
On-site Training: Yes, training is provided at Barnstable High School
Industries Served: Primarily High-Tech industries
Program Type: Primarily custom-tailored
Approved WIA Vendor: No

Note: Though Corporate Programs and Partnerships is not currently offering on-site services to Cape clients, it has the capacity to deliver a variety of advanced computer/high tech training on-site and at UMass Dartmouth. Such courses include A+, PC Tech Program, MCSA, MCSE, MCDBA, MOUS, CISCO, LINUX, and others. Several companies located on the Cape currently send employees to UMass Dartmouth for training in one or more of these courses.

UNIVERSITY OF MASSACHUSETTS DARTMOUTH (UMASS DARTMOUTH), SLADE'S FERRY BANK CENTER FOR BUSINESS RESEARCH

**NORA GANIM BARNES, DIRECTOR
CENTER FOR BUSINESS RESEARCH
UMASS DARTMOUTH
285 OLD WESTPORT ROAD
NORTH DARTMOUTH, MA 02747**

**PHONE: 508-999-8756
FAX: 508-999-8646
EMAIL: NBARNES@UMASSD.EDU
WEB: WWW.UMASSD.EDU/CBR**

The Slade's Ferry Bank Center for Business Research at the University of Massachusetts Dartmouth is a unique and affordable business assistance center located in the Charlton College of Business. The Center is dedicated to facilitating the growth of the region's businesses by providing an economic alternative for meeting business needs for research, training and consulting in the areas of Accounting and Finance, Information Systems, Management, and Marketing.

Services Delivered: Computer Training (basic to advanced)
Clients Served: For-profit organizations, non-profit organizations, and businesses seeking discounted services
On-site Training: Yes
Industries Served: A wide range of industries
Program Type: Ready-to-go and customized
Approved WIA Vendor: No

UPPER CAPE COD REGIONAL TECHNICAL SCHOOL

**SUSAN VIGLIANO, EVENING SCHOOL DIRECTOR
UPPER CAPE COD REGIONAL TECHNICAL SCHOOL
220 SANDWICH ROAD**

**PHONE: 508-759-7711 EXT. 211
FAX: 508-759-7208
EMAIL: SVIGLIANO@UPPER**

BOURNE, MA 02532

WEB: CAPETECH.COM
WWW.UPPERCAPETECH.COM/

Upper Cape Tech is a regional school district in the Commonwealth of Massachusetts. For more than thirty years, high school students and adults seeking continuing education from the towns of Bourne, Falmouth, Marion, Sandwich, and Wareham have turned to their Tech for quality educational opportunities. Programs are designed to teach skills that will help students succeed in the 21st century workplace. Upper Cape Tech is fully accredited by the New England Association of Schools and Colleges.

Services Delivered: Adobe Photoshop, Auto Cad, Desktop Publishing, E-mail/Internet Basics, FrontPage, Introduction to Computers, Keyboarding for Beginners, Microsoft Access, Microsoft Word (Introduction, Intermediate, Advanced), Microsoft Excel (Introduction, Intermediate, Advanced), Networking, QuickBooks, PowerPoint, Web Page Design for Beginners, Windows and File Management

Clients Served: Eligible students

On-site Training: Training provided at Upper Cape Regional Technical School

Industries Served: A wide range of industries, particularly health care and high tech industries

Program Type: Ready-to-go and custom-tailored

Approved WIA Vendor: Yes

WORCESTER STATE COLLEGE, THE CENTER FOR BUSINESS AND INDUSTRY

THOMAS C. BELANGER, DIRECTOR
THE CENTER FOR BUSINESS AND INDUSTRY
WORCESTER STATE COLLEGE
486 CHANDLER STREET
WORCESTER, MA 01460

PHONE: 508-929-8126
FAX: 508-929-8100
EMAIL: TBELANGER@WORCESTER.EDU
WEB: WWW.FAC.WORCESTER.EDU/DGCE/CBI

The Center for Business and Industry at Worcester State College provides skill-based solutions to individuals and organizations of all sizes. Solutions include a wide range of face-to-face training programs, computer-based training, business analysis training, on-the-job training, or other development.

Services Delivered: Microsoft Project, Requirements-Based Design, Test Development for Quality Results, Collaborative Business Analysis, Facilitating JAD Sessions

Clients Served: Eligible Students and Adults

On-site Training: Yes

Industries Served: A wide range of industries, particularly High-Tech industries

Program Type: Ready-to-go and custom-tailored

Approved WIA Vendor: Yes

WORKFORCE EDUCATION RESOURCE CENTER (WERC), CAPE COD COMMUNITY COLLEGE

LOIS ANDRADE, DIRECTOR
WORKFORCE EDUCATION RESOURCE CENTER
2240 IVANOUGH ROAD

PHONE: 508-362-2131 EXT. 4505
FAX: 508-375-4031
EMAIL: WERC@CAPECOD.MASS.EDU

WEST BARNSTABLE, MA 02668-1599

WEB: WWW.CAPECOD.MASS.EDU/WERC

Workforce Education Resource Center, WERC, is the training resource for local businesses and organizations of Cape Cod, Martha's Vineyard, Nantucket, and Southeastern Massachusetts. WERC assesses, designs, and delivers customized training in information technologies, management skills, customer satisfaction, professional development, certifications in OSHA, Real Estate, ServSafe© and other areas as requested by the client. In addition, WERC is able to offer on-site information technologies training for up to fifteen (15) participants with its portable, wireless, laptop computer lab.

Services Delivered: Introduction to Microsoft Windows, Introduction to PCs, Microsoft Word, Access and Excel (introductory and intermediate courses), PowerPoint, Web Page Introduction
Clients Served: Whomever the client(s) wants trained
On-site Training: Yes, and at portable computer lab
Industries Served: No specific industry
Program Type: Ready-to-go and Custom-tailored
Approved WIA Vendor: Yes

SECTION 4: MANAGEMENT AND STAFF WORKFORCE DEVELOPMENT

The Cape and Islands Workforce Investment Board has a number of educational institutions, non-profit agencies, and for-profit agencies, which possess the capacity to deliver or develop a variety of essential programs to meet the workforce training needs of management and staff in the Cape and Islands region.

Examples of these needs include:

- Accent Reduction
- Advanced Writing Skills (business writing, grant writing, speech writing)
- Business Planning/Strategic Planning
- Coaching and Mentoring
- Conflict Resolution
- Consulting Skills
- Creativity/Innovation
- Cultural Transformation/Organizational Culture
- Customer Service
- Dealing with Difficult People
- Decision-making
- Diversity Issues/Cultural Competency
- Effective Presentations
- Facilitation Skills
- Financial Management (budgeting, accounting, etc...)
- Goal Setting
- Interpersonal Communication
- Interviewing
- Job Search Training/Career Change/Employee Assessment
- Kaizen Training
- Leadership Training
- Managing/Adjusting to Change
- Managing Mixed Generations at Work
- Management Training
- Motivation/Promoting Peak Performance
- Negotiation Training
- Organizational Skills (time management, multi-tasking, processing information)
- Personal Growth/Continuous Improvement
- Process Mapping
- Professional Image Development
- Public Speaking
- Quality Management (ISO 9000)
- Resume Building
- Running an Effective Meeting
- Sales Development/Training
- Sexual Harassment
- Small Business Management
- Stress Management
- Supervisory Skills
- Teambuilding/ Collaborative Teamwork
- Train-the-Trainer
- Virtual Teaming
- Workplace Assertiveness Training

The following institutions/agencies have been identified as capable of filling these important workforce training needs:

ACHIEVEMENT DYNAMICS INC.

**BILL NAPOLITANO
4 CARLGATE ROAD
NORTH ATTLEBORO, MA 02760**

**PHONE: 508-643-2299
FAX: NONE
EMAIL: BN52@AOL.COM
WEB: WWW.AIMNHI.COM**

Achievement Dynamics, founded by Bill Napolitano in 1988, is a growing organization of professionals dedicated to assisting clients to build strong relationships that produce optimal, measurable results.

Services Delivered: Customer Service, Management and Leadership Development, Sales Development, Supervisory Skills, Strategic Planning
Clients Served: Anyone interested
On-site Training: Yes
Industries Served: No specific industry
Program Type: Primarily custom-tailored
Approved WIA Vendor: No

BOSTON UNIVERSITY CORPORATE EDUCATION CENTER (BUCEC)

**TRISTIN FLETCHER, ASSOCIATE DIRECTOR
SALES AND MARKETING
72 TYNG ROAD
TYNGSBORO, MA 01879-2099**

**PHONE: 800-288-7246
FAX: 978-649-2145
EMAIL: BUCECREG@BU.EDU
WEB: WWW.BUTRAIN.COM**

Boston University Corporate Education Center is the largest training center for information technology and management development in the Northeast. Established by Boston University in 1988, BUCEC bridges the training gap between the knowledge base provided by a traditional academic education and the lifelong need for up-to-date skill sets in industry. BUCEC does not provide regular, ongoing services on-site to clientele. However, it has provided training in resume building and interviewing to AT&T employees in Fairhaven, Massachusetts, and has expressed an interest to service the Cape upon request.

Services Delivered: Resume building and Interviewing Skills (please visit www.butrain.com for a more comprehensive list of available services).
Clients Served: Anyone interested
On-site Training: Upon request on-site training will be considered
Industries Served: Any industry
Program Type: Both ready-to-go and custom-tailored
Approved WIA Vendor: Yes

BRIDGEWATER STATE COLLEGE (BSC), GRADUATE AND CONTINUING EDUCATION OFFICE - CORPORATE AND PROFESSIONAL DEVELOPMENT

STEPHEN ANDRADE, DIRECTOR

PHONE: 508-531-2972

CORPORATE AND PROFESSIONAL DEVELOPMENT **FAX: 508-531-6162**
GRADUATE AND CONTINUING EDUCATION **EMAIL: SPANDRADE@BRIDGEW.EDU**
BRIDGEWATER STATE COLLEGE **WEB: WWW.BRIDGEW.EDU/GCE/**
BRIDGEWATER, MA 02325

Corporate and Professional Development, managed by Bridgewater State College, offers a wide variety of customized education and training programs for companies, organizations, entrepreneurs, and emerging growth companies.

Services Delivered: Lean Manufacturing and Business Practices, Quality and Continuous Improvement, Management Certificate Programs, Management and Workforce Training, Entrepreneurial Training and Coaching and Business Plan Development for Entrepreneurs and Emerging Growth Companies
Clients Served: Entrepreneurs, incumbent workers, dislocated workers, clients in the processing of changing careers
On-site Training: Yes
Industries Served: Manufacturing, Service, and Distribution industries
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

BRIDGEWATER STATE COLLEGE (BSC), CORPORATE AND PROFESSIONAL DEVELOPMENT - GRADUATE AND CONTINUING EDUCATION, SOUTHEASTERN MASSACHUSETTS VENTURE FORUM

STEPHEN ANDRADE, DIRECTOR **PHONE: 508-531-2972**
CORPORATE AND PROFESSIONAL DEVELOPMENT **FAX: 508-531-6162**
GRADUATE AND CONTINUING EDUCATION **EMAIL: SPANDRADE@BRIDGEW.EDU**
BRIDGEWATER STATE COLLEGE **WEB: WWW.BRIDGEW.EDU/GCE/**
BRIDGEWATER, MA 02325

The mission of the Southeastern Massachusetts Venture Forum, managed by Corporate and Professional Development at Bridgewater State College, is to increase the visibility and knowledge of entrepreneurs and the companies they grow through educational programs and networking events.

Services Delivered: Special Programs for Entrepreneurs and Monthly Forum Programs at the Moakley Center at Bridgewater State College
Clients Served: Entrepreneurs
On-site Training: Yes
Industries Served: Manufacturing, Service, and Distribution Industries
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

BUSINESS ENTERPRISE MAPPING, INC.

DICK PERRY, DIRECTOR BUSINESS DEVELOPMENT **PHONE: 800-861-6263**
P.O. Box 220 **FAX: 508-529-7740**
FRANKLIN, MA 02038 **EMAIL: BUSENTMAP@AOL.COM**
 WEB: WWW.BUSINESSMAPPING.COM

Business Enterprise Mapping offers consulting in business process improvement. They use proprietary methodology based on process mapping to assist clients achieve goals such as

greater efficiency, cost reduction, increased communication and certification to ISO 9001:2000 and 14000.

Services Delivered: Training for Quality Programs, Process Mapping, Business Process Improvement
Clients Served: Corporate Clients
On-site Training: Yes
Industries Served: All industries
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

CAPE COD COMMUNITY COLLEGE (CCCC)

**CAPE COD COMMUNITY COLLEGE
2240 IYANOUGH ROAD
WEST BARNSTABLE, MA 02668-1599**

**PHONE: 508-362-2131
FAX: 508-362-3988
EMAIL: INFO@CAPECOD.MASS.EDU
WEB: WWW.CAPECOD.MASS.EDU/**

Cape Cod Community College delivers educational programs and services to meet the diverse needs of the residents of Cape Cod, the Islands, and adjacent areas of Southeastern Massachusetts. As the sole comprehensive college on Cape Cod, it provides the only access to higher education for many residents and prepares them for a rapidly changing and socially diverse global economy. To this end, it provides degrees in the liberal arts and sciences; career and technical degrees and certificates; and workforce education.

Services Delivered: Small Business Management
Clients Served: Eligible Adults
On-site Training: Training is provided at CCCC
Industries Served: No specific industry
Program Type: Ready-to-go
Approved WIA Vendor: Yes

CAPE COD REGIONAL VOCATIONAL TECHNICAL SCHOOL

**BILL FISHER, DIRECTOR VOCATIONAL PROGRAMS
351 PLEASANT LAKE AVENUE
HARWICH, MA 02645**

**PHONE: 508-432-4500 x273
FAX: 508-432-7916
EMAIL: NOT AVAILABLE
WEB: WWW.CAPETECH.TEC.MA.US**

Cape Cod Regional Voc Tech is a vocational high school located in Harwich, Massachusetts, which offers several programs designed to teach skills that will help students succeed in the 21st century workplace. Vocational programs include automotive technology, business tech, cosmetology, culinary arts, dental, health technologies, horticulture, and various others.

Services Delivered: Dental Assistant
Clients Served: Eligible adults
On-site Training: Provided at location
Industries Served: Dental
Program Type: Primarily custom-tailored
Approved WIA Vendor: Yes

CHARTER OAK CONSULTING GROUP

CATHY CROSKY, CONSULTANT
41 JOHN STREET
WILLIAMSTOWN, MA

PHONE: 413-458-7980
FAX: 413-458-7980
EMAIL: CCROSKY@COCG.COM
WEB: WWW.COCG.COM

Since 1986, Charter Oak has had experience shaping executive leadership teams, designing and implementing organizational change, advising leading consulting firms worldwide and creating numerous training and consulting methodologies. The cornerstone of its leadership work is based on the book *The Leader's Window* (2001 Davies-Black) by Charter Oak consultants, Beck and Yeager.

Services Delivered: Conflict Management, Consulting Skills, Creativity/Innovation, Executive Coaching, , Facilitation, Management and Leadership Training, Managing Mixed Generations at Work, Teambuilding, Working with Diverse People, Virtual Teaming

Clients Served: Executive Leaders and Managers

On-site Training: Yes

Industries Served: A wide-range of industries

Program Type: Ready-to-go and custom-tailored

Approved WIA Vendor: No

CORMIER ASSOCIATES

DENISE CORMIER
PO Box 29
CHESTERFIELD, MA 01012

PHONE: 413-296-0001
FAX: 413-296-0001
EMAIL: DENISE@CORMIERASSOCIATES.COM
WEB: WWW.CORMIERASSOCIATES.COM

Cormier Associates specializes in organization effectiveness, leadership and team development, conflict resolution and strategic planning. Cormier Associates brings extensive experience from a broad range of industries, and uses it to develop customized strategies tailored to organizational and individual goals.

Services Delivered: Conflict Resolution, Consulting Skills, Facilitation Skills, Leadership Development (executive coaching & team building), Problem-solving Tools and Techniques, Strategic Change Management

Clients Served: Businesses and non-profits

On-site Training: Yes

Industries Served: A wide-range of industries

Program Type: Custom-tailored to meet specific client needs

Approved WIA Vendor: No

CORRARO CENTER FOR CAREERS INC.

MARIANNE IZZO, COORDINATOR
HERITAGE HOUSE
259 MAIN STREET
HYANNIS, MA 02601

PHONE: 508-775-5973
FAX: NOT AVAILABLE
EMAIL: TIZZO73691@AOL.COM
WEB: NOT AVAILABLE

Corraro Center for Careers Inc., located in Hyannis, offers comprehensive employment training, job placement readiness, and vocational training to Massachusetts' eligible residents.

Services Delivered: Communication Skills, Conflict Resolution, Customer Service, Effective Presentations, Interviewing Skills, Job Placement/ Job Search Training, Organizational Skills, Teambuilding, Writing Resumes,
Clients Served: Minorities, the disadvantaged, dislocated workers, and the unemployed
On-site Training: Training and courses are provided at Heritage House in Hyannis
Industries Served: Not industry-specific
Program Type: Ready-to-go
Approved WIA Vendor: Yes

DIANE BROOKS ASSOCIATES CONSULTING & TRAINING

**DIANE BROOKS
30 McCAULEY LANE
WILLIAMSTOWN, MA 01267**

**PHONE: 413-458-8263
FAX: 413-458-8263
EMAIL: DBROOKS@BCN.NET
WEB: NONE**

Diane Brooks Associates offers customized, industry-specific training with built-in follow-through to help ensure retention of learning. Each program or workshop is an in-depth treatment of a focused topic, with hands-on practice and application of information to participants' everyday work.

Services Delivered: Communication Skills, Customer Service, Effective Meetings, Management Training, Presentation Skills, Supervisory Skills, Teambuilding
Clients Served: Anyone entering or already in the labor force
On-site Training: Yes
Industries Served: Any industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

DIVERSA TRAINING PARTNERS

**XAVIER E. PELACZ
65 PARKER STREET, SUITE 4
NEWBURY PORT, MA 01950**

**PHONE: 978-462-4343
FAX: 978-462-3300
EMAIL: DIVERSA@MAIL.COM
WEB: UNDER CONSTRUCTION**

Diversa Training Partners offers custom bilingual training on site in Kaizen, Train-the-trainer, safety, leadership and diversity and process orientation. Diversa also aids in the development of training solutions for a wide array of industries.

Services Delivered: Continuous Improvement, Diversity, Kaizen, Leadership, Train-the Trainer
Clients Served: Spanish-speakers, immigrants
On-site Training: Yes
Industries Served: No specific industry
Program Type: Primarily custom-tailored
Approved WIA Vendor: No

E. WALLACE COYLE ASSOCIATES

WALLACE COYLE, PRESIDENT & CEO
348 MAIN STREET
NORWELL, MA 02061

PHONE: 781-659-3302
FAX: 781-659-3302
MAIL: WCOYLE@EWCOYLE.COM
WEB: WWW.EWCOYLE.COM

E. Wallace Coyle Associates, founded in 1978, has had extensive experience in management consultation, training, and organizational development with numerous public and private organizations over the past twenty-four years in delivering a range of management development programs for entry level, middle, and senior management. E. Wallace Coyle Associates was also selected as a *Certified Trainer on the Commonwealth of Massachusetts Master Service List for Professional Training*.

Services Delivered: Advanced Writing Skills, Management Training, Supervisory Skills
Clients Served: Public and private organizations
On-site Training: Yes
Industries Served: Insurance, service, hospitals, manufacturing, public sector, banks
Program Type: Custom-tailored and ready-to-go
Approved WIA Vendor: No

GETTING STARTED

SEAN MEAGHER, OWNER
HYANNIS, MA 02601

PHONE: 508-394-2674
FAX: 508-760-8200
EMAIL: GETSMART.NOW@VERIZON.NET
WEB: WWW.GETTING-STARTED.COM

Getting Started provides computer education and workforce development needs for individuals and companies.

Services Delivered: Time Management, Interviewing Skills, Teambuilding
Clients Served: All clients, particularly the elderly, retired persons, and women re-entering the workforce
On-site Training: Yes
Industries Served: Most industries
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

GLS CONSULTING, INC.

MINDY L. GEWIRTZ, PRINCIPAL
1415 BEACON STREET
BROOKLINE, MA 02446

PHONE: 617-739-4200 EXT. 227
FAX: 617-536-8582
EMAIL: MGEWIRTZ@GLSCONSULTING.COM
WEB: WWW.GLSCONSULTING.COM

GLS Consulting, Inc. is a management and consulting firm that works with individuals, corporations, and government agencies to help them respond more effectively to the dynamics of internal and external change. GLS helps clients to create work cultures that result in improved performance, increased productivity, positive morale, and greater competitive edge.

Services Delivered: Leadership Development, Decision-making, Conflict Resolution, Stress Management, Coaching and Mentoring, Interpersonal Communication, Consulting, Cultural Competency Training

Clients Served: Mid to senior level management and minorities

On-site Training: Yes

Industries Served: Manufacturing, high-tech, and government

Program Type: Primarily custom-tailored

Approved WIA Vendor: No

JOB TRAINING AND EMPLOYMENT CORPORATION (JTEC)

AL ROY, VICE PRESIDENT OF OPERATIONS
77 HIGH SCHOOL ROAD EXTENSION
HYANNIS, MA 02601

PHONE: 508-862-6667
FAX: 508-771-6418
EMAIL: AROY@DETMA.ORG
WEB: NONE

JTEC partners with the Massachusetts Department of Employment and Training (DET) to provide core workforce development and training needs to employees and employers in the Cape and Islands region, including workshops, placements, counseling, labor market information, re-employment services, unemployment insurance, veteran services, and various others.

Services Delivered: Advanced Writing (business writing), Customer Service and Excellence in Service, Communicating with Difficult People (employees, co-workers, manager), Creativity/Innovation, Effective Presentations, Financial Management (budgeting and accounting), Frontline Leadership, Interpersonal Communication, Managing/Adapting to Change, Management Development/Training (various topics), Mature Workers Training, Negotiation Skills, Organizational Skills (managing information and time), Rebecah Amos Advanced Learning, Self Development (promoting memory, assertiveness, performance), Solution Selling (various topics), Stress Management

Clients Served: Income eligible adults, eligible youth between the ages of 14 and 21, and dislocated workers

On-site Training: Yes

Industries Served: All Industries

Program Type: Primarily ready-to-go programs

Approved WIA Vendor: Yes

JULIE BERNARDIN (JB) CONSULTING

JULIE BERNARDIN, OWNER
JB CONSULTING
42 HIGH STREET, #4
MEDFORD, MA 02155

PHONE: 781-391-6056
FAX: 781-393-8882
EMAIL: JULIEBER@AOL.COM
WEB: WWW.JBCAREERSUCCESS.COM

Julie Bernardin's areas of expertise include coaching, consulting, and training in communications, and planning and career resiliency.

Services Delivered: Management Training, Managing Career Change, Customer Service, Organizational Skills, Interpersonal Communications, Strategic Planning

Clients Served: Anyone interested
On-site Training: Yes
Industries Served: All industries, particularly manufacturing, public sector, financial services, small business, health care
Program Type: Primarily ready-to-go programs, though programs are tailored to meet company or client needs
Approved WIA Vendor: No

MURPHY ASSOCIATES

KAREN MURPHY
21B JOHNSON STREET
NEWBURYPORT, MA 01950

PHONE: 978-462-9081
FAX: 978-462-0517
EMAIL: MURPHYASSOC@AOL.COM
WEB: NONE

Murphy Associates is a training and consulting organization specializing in occupational Spanish and custom service. President, Karen Murphy has over 23 years of management experience in sales, marketing, customer service and business development.

Services Delivered: Cross-Cultural Training, Customer Service Training
Clients Served: All clients and organization types
On-site Training: Yes
Industries Served: All industries
Program Type: Ready-to-go and custom-tailored programs
Approved WIA Vendor: No

NEW ENGLAND COLLEGE OF FINANCE (NECF)

JUDITH C. MARLEY, VICE PRESIDENT &
DIRECTOR OF ACADEMIC AFFAIRS
ONE LINCOLN PLAZA
BOSTON, MA 02111

PHONE: 617-951-2350
FAX: 617-951-2533
EMAIL: ADVISOR@FINANCE.EDU
WEB: WWW.FINANCE.EDU

New England College of Finance (NECF) is a not-for-profit educational organization serving all segments of the financial services industry throughout the region. NECF offers a College Foundations Certificate as well as an Associate's Degree in Business Information with concentrations in branch management, mutual funds and investment studies, accounting and finance, and human resource management.

Services Delivered: Management Training
Clients Served: Employees of the banking and financial services industries
On-site Training: Yes, and in classrooms at Hyannis, South Yarmouth, and Dennis
Industries Served: Banking and financial services industries
Program Type: Ready-to-go
Approved WIA Vendor: No

ON-SITE RESOURCE, INC. (OSR)

**FRANKIE LEVITT COHEN
PAM SCARLATA
PO Box 408
NORTH EASTON, MA 02356**

**PHONE: 508-238-1881
FAX: 508-238-1881
EMAIL: ONSITERESOURCE@AOL.COM
WEB: NONE**

On-Site Resource, Inc. provides highly customized workforce training, and implements extensive employee and workplace assessment.

Services Delivered: Advanced Writing (business and grant), Employee Assessment, Train-the Trainer, Time Management
Clients Served: A wide range of employees currently in the labor force
On-site Training: Yes
Industries Served: A variety of industries including manufacturing, retail and wholesale services, and the food service industry
Program Type: Custom-tailored to meet industry or client needs
Approved WIA Vendor: No

OPERATION A.B.L.E. OF GREATER BOSTON

**DEBBIE LIPTON, HUMAN RESOURCE GENERALIST
186 SOUTH STREET
BOSTON, MA 02111-2701**

**PHONE: 617-542-4180 EXT. 21
FAX: 617-542-4187
EMAIL: DLIPTON@OPERATIONABLE.NET
WEB: WWW.OPERATIONABLE.NET**

Operation A.B.L.E. (Ability Based on Long Experience) promotes employment and training opportunities for individuals who represent economically, racially and occupationally diverse populations. A.B.L.E.'s mission is to serve people aged 45 and older, but programs are available to adults of all ages.

Services Delivered: Career Counseling for Professionals and Job Search Assistance
Clients Served: Available to adults of all ages, but targets people aged 45 and older
On-site Training: No, but is approved as a WIA training vendor in the Cape and Island's SDA
Industries Served: Any industry, but strong connections with health care and financial services industries
Program Type: Ready to go and custom-tailored
Approved WIA Vendor: Yes

PARTNERS IN TRANSFORMATION

**DONA VAGES, PRINCIPAL OWNER
8 FOREST GLEN ROAD
HYANNIS, MA 02601**

**PHONE: 508-775-5800
FAX: 508-775-6800
EMAIL: DONA@PARTNERINTRANSFORM.COM
WEB: UNDER CONSTRUCTION**

Partners in Transformation is a worldwide consulting and training organization, which offers a wide-range of services designed to assist organizations and individuals to maximize their capabilities. Dona Vages, President of Partners in Transformation, has 28 years of corporate experience and an extensive training and development background.

Services Delivered: Appreciative Understanding, Assertiveness in the Workplace, Coaching, Communication Skills, Conflict Resolution, Consulting Skills, Cultural Transformation, Customer Service, Facilitation Skills, Leadership Development, Managing Change, Promoting Peak Performance, Strategic Planning, Team Building, Train-the-Trainer

Clients Served: Businesses, mid-career executives

On-site Training: Yes

Industries Served: No specific industry, but has worked most closely with telecommunications, services, IT, and manufacturing, and is expanding her practice to include government agencies, educational institutions and non-profits

Program Type: Primarily ready-to-go and some custom-tailored

Approved WIA Vendor: Yes

PRIMARY VISION COMPANY

JANE CALLAHAN, PRESIDENT
335 GRANGE PARK
BRIDGEWATER, MA 02324

PHONE: 508-279-1800
FAX: 508-279-2757
EMAIL: JANEC@PRIMARYVISIONCO.COM
WEB: WWW.PRIMARYVISION.COM

Primary Vision Company is a coaching, consulting and training company established in 1994 that works with companies to identify training needs and specific desired end results in support of organization and Human Resources objectives

Services Delivered: Leadership training, Management Development, Team Building, Customer Service, Conflict Resolution, Interpersonal Communications, Organizational/Time Management, Coaching, Interviewing Skills

Clients Served: Entry-level, mid-career, and senior-level employees

On-site Training: Yes

Industries Served: All industries

Program Type: Custom-tailored

Approved WIA Vendor: No

RELATE TRAINING AND CONSULTING SERVICES

ANTHOHY NARDELLA, PRESIDENT
210 PARK AVENUE #277
WORCESTER, MA 01609

PHONE: 508-755-6518
FAX: 508-755-6518
EMAIL: HOW2RELATE@AOL.COM
WEB: WWW.RELATETRAINING.COM

Relate Training and Consulting Services provides an extensive list of customized training services for both Human Services and Business Organizations. Though trainers at Relate Training have not serviced clients in the Cape and Islands region, they are willing to travel on-site to provide training.

Services Delivered: Teambuilding, Creative Thinking, Supervisory Skills, Leadership Training, Stress Management, Conflict Management, Customer Service/Interpersonal Skills, The Art of Motivation

Clients Served: Anyone interested

On-site Training: Yes

Industries Served: Any industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

RUTHERFORD CONSULTING

WARREN J. RUTHERFORD, OWNER **PHONE: 508-428-1824**
251 OLDE HOMESTEAD DRIVE **FAX: 508-437-7748**
MARSTONS MILLS, MA 02648 **EMAIL: RUTHERFW@ATTBI.COM**
 WEB: NONE

Rutherford Consulting provides a variety of management and consulting training to governmental agencies, for-profit agencies, and non-profit agencies.

Services Delivered: Goal Setting, Supervisory Training, Strategic Planning
Clients Served: Corporate officials
On-site Training: Yes
Industries Served: No specific industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

SPEECH FIRST

SYBIL TONKONOGY, DIRECTOR **PHONE: 617-527-0028**
102 MCCARTHY ROAD **FAX: 617-527-7115**
NEWTON, MA 02459 **EMAIL: INFO@SPEECHFIRST.COM**
 WEB: WWW.SPEECHFIRST.COM

Speech First provides training in Public Speaking, Effective Communication and Accent Reduction for both native and non-native English speakers.

Services Delivered: Accent Reduction, Effective Presentation Skills, Public Speaking
Clients Served: Anyone interested
On-site Training: Yes
Industries Served: All industries
Program Type: Custom-tailored to the needs of clients
Approved WIA Vendor: No

SORDILL CONSULTING

PAT SORDILL **PHONE: 978-266-9524**
120 PATCH HILL ROAD **FAX: 978-266-9534**
BOXBOROUGH, MA 01719 **EMAIL: PAT@SORDILL.COM**
 WEB: WWW.SORDILL.COM

Sordill Consulting was founded in 1985 to deliver high quality, customized organizational training and development programs to clients. They provide custom designed in-house programs; need assessments, human resources services, executive coaching, and one-on-one training, development and consulting services.

Services Delivered: Management Training, Executive Coaching, And Performance Improvement Skills

Clients Served: Anyone interested
On-site Training: Yes
Industries Served: No specific industry
Program Type: Custom-tailored
Approved WIA Vendor: No

STRATEGIC COMMUNICATIONS GROUP

CHARLES PREUS, PRINCIPAL
81 BARNARD ROAD
OSTERVILLE, MA 02655

PHONE: 508-428-8320
FAX: 508-420-8776
EMAIL: CPREUS@ATTBI.COM
WEB: NONE

DESCRIPTION UNAVAILABLE

Services Delivered: Customer Service Training, Career Coaching
Clients Served: Anyone interested
On-site Training: Yes
Industries Served: Healthcare
Program Type: Custom-tailored
Approved WIA Vendor: No

SYNECTICS, INC.

CANDIS COOK, PRINCIPAL
20 UNIVERSITY ROAD
CAMBRIDGE, MA 01081

PHONE: 617-868-6530
FAX: 413-556-0298
EMAIL: CCOOK@SYNECTICS.COM
WEB: WWW.SYNECTICS.COM

Synectics is a for-profit agency that has 39 years of experience training and facilitating creativity and innovation, which is characterized by a commitment to action. Areas of expertise include innovation and creativity for business, training in innovations teamwork, creative problem solving, and coaching.

Services Delivered: Collaborative Teamwork, Creative Problem-Solving, Facilitation Skills, Customer Service, Leading Effective Meetings
Clients Served: Primarily corporate clients
On-site Training: Yes
Industries Served: All industries
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

THE CENTER FOR CAREER AND BUSINESS DEVELOPMENT

MICHAEL RYLE, MANAGER
PO Box 156
NORTH EASTHAM, MA 02651-0156

PHONE: 508-240-0432
FAX: 508-240-0432
EMAIL: MICHAEL@CAREER-RETREATS.COM
WEB: WWW.SUCCESSONYOUROWNTERMS.COM

The mission of the Center for Career and Business Development is to teach clients how to manage themselves in their professional lives to raise the level of professional authenticity and

integrity in the business world. In doing so, the Center provides a wide variety of workforce development and job training needs to clients.

Services Delivered: Job Search Training, Career Counseling, Customer Service Training, Leadership Development, Negotiation Training, Transition Programs
Clients Served: A wide variety of clients including corporate executives, business owners and professionals in transition, health care workers, and early childhood teachers
On-site Training: Yes, and at North Eastham office
Industries Served: No specific industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

TRACY WALLACH & ASSOCIATES

**TRACY WALLACH
96 BROWNE STREET #1
BROOKLINE, MA 02446**

**PHONE: 617-566-3007
FAX: 617-566-1073
EMAIL: TRACYWALLACH@AOL.COM
WEB: WWW.TRACYWALLACH.COM**

Tracy Wallach is an organizational development and leadership consultant with nearly 20 years experience facilitating growth and change in individuals, groups and organizations. Areas of expertise include team building, conflict management, coaching, group facilitation, and understanding organizations systemically.

Services Delivered: Leadership Training And Development, Communication, Conflict Management
Clients Served: Mid to upper level managers and leaders
On-site Training: Yes
Industries Served: A variety of industries including manufacturing, health care, social services
Program Type: Mainly ready-to-go
Approved WIA Vendor: No

UNIVERSITY OF MASSACHUSETTS DARTMOUTH (UMASS DARTMOUTH), SLADE'S FERRY BANK CENTER FOR BUSINESS RESEARCH

**NORA GANIM BARNES, DIRECTOR
CENTER FOR BUSINESS RESEARCH
UMASS DARTMOUTH
285 OLD WESTPORT ROAD
NORTH DARTMOUTH, MA 02747**

**PHONE: 508-999-8756
FAX: 508-999-8646
EMAIL: NBARNES@UMASSD.EDU
WEB: WWW.UMASSD.EDU/CBR**

The Slade's Ferry Bank Center for Business Research at the University of Massachusetts Dartmouth, is a unique and affordable business assistance center located in the Charlton College of Business. The Center is dedicated to facilitating the growth of the region's businesses by providing an economic alternative for meeting business needs for research, training and consulting in the areas of Accounting and Finance, Information Systems, Management, and Marketing.

Services Delivered: Marketing And Management Training Seminars

Clients Served: For-profit organizations, non-profit organizations, and organizations seeking discounted research and training
On-site Training: Yes
Industries Served: A wide range of industries
Program Type: Custom-tailored and ready-to-go
Approved WIA Vendor: No

WINNING, INC.

BILL MURRAY, CEO
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WESTWOOD, MA 02090

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EMAIL: BMURRAY@WINNINGINC.COM
WEB: WWW.WINNINGINC.COM

WINNING, Incorporated specializes in Management and Leadership Development and Sales Training. They work with individuals, small/mid-sized companies and large corporations in over 25 different industries.

Services Delivered: Sales Training, Leadership And Management Training
Clients Served: Individuals, small/mid-size businesses, large corporations
On-site Training: Yes
Industries Served: Several industries
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

WORCESTER STATE COLLEGE, THE CENTER FOR BUSINESS AND INDUSTRY

THOMAS C. BELANGER, DIRECTOR
THE CENTER FOR BUSINESS AND INDUSTRY
WORCESTER STATE COLLEGE
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The Center for Business and Industry (CBI) at Worcester State College provides skill-based solutions to individuals and organizations of all sizes. Solutions include a wide range of face-to-face training programs, computer-based training, business analysis training, on-the-job training, or other development. CBI offers training programs as well as a full certificate in Dynamics of Management and Leadership, Business Analysis, and Project Management.

Services Delivered: Building Customer Loyalty, Business Process Optimization, Coaching to Improve Performance, Effective Management Presentations, Finance and Budgeting Essentials, Interviewing and Selecting the Best Candidate, Leading the Transition to Change, Listening Skills, Managing My Time and My Meetings, Making the Transition to Management, Negotiation Skills, Performance Planning and Review, Problem Analysis and Resolution, Project Leadership and Team Development, Project Execution and Control, PMP Review, Project Procurement and Contracting, Reengineering Business Processes, Successful Project Management for Managers
Clients Served: Eligible students and adults
On-site Training: Yes
Industries Served: A wide range of industries, especially High-tech industries

Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

WORKFORCE EDUCATION RESOURCE CENTER (WERC), CAPE COD COMMUNITY COLLEGE

LOIS ANDRADE, DIRECTOR
WORKFORCE EDUCATION RESOURCE CENTER
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WEST BARNSTABLE, MA 02668-1599

PHONE: 508-362-2131 EXT. 4505
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EMAIL: WERC@CAPECOD.MASS.EDU
WEB: WWW.CAPECOD.MASS.EDU/WERC

Workforce Education Resource Center, WERC, is the training resource for local businesses and organizations of Cape Cod, Martha's Vineyard, Nantucket, and Southeastern Massachusetts. WERC assesses, designs, and delivers customized training in information technologies, management skills, customer satisfaction, professional development, certifications in OSHA, Real Estate, ServSafe© and other areas as requested by the client. In addition, WERC is able to offer on-site information technologies training for up to fifteen (15) participants with its portable, wireless, laptop computer lab.

Services Delivered: How To Handle Difficult People
Clients Served: Whomever the client(s) wants trained
On-site Training: Yes
Industries Served: No specific industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: Yes

YOUR BEST IMAGE, PERSONAL IMAGE

LORI B. JOHNSON
46 MAITLAND AVENUE
RANDOLPH, MA 02368

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FAX: 781-963-7633
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Your Best Image offers professional image development services to individuals and companies, which result in increased employee productivity, sales, and positive customer response.

Services Delivered: Effective Presentation Skills, Interviewing Skills, Professional Image Development
Clients Served: Anyone interested
On-site Training: Yes
Industries Served: No specific industry
Program Type: Ready-to-go and custom-tailored
Approved WIA Vendor: No

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